

LAW SOCIETY OF ONTARIO

2017 ANNUAL REPORT

The Law Society's online annual report details our performance for 2017—with messages, charts, other updates and financial statements—and lays out our plan of action based on our 2015-19 strategic priorities.



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Treasurer's Message

A Year of Change - Building for the Future

2017 was a year of significant change for the Law Society. After 220 years, the Society changed its name to be more relevant to the people of Ontario. It also implemented initiatives to improve communications with the public, and to make the legal professions more equal, diverse and inclusive, including steps towards reconciliation with Indigenous peoples. The Law Society took important steps to improve access to justice and launched a comprehensive review of the lawyer licensing process.

Internally and externally, 2017 saw the Law Society changing for the better, laying a firm foundation to meet the complex needs of the future, and to ensure that it is prepared to take a leading role in facing the many challenges ahead.

Throughout my time as Treasurer, there are certain values I have applied to the Law Society's programs and activities: enhance public and stakeholder engagement; ensure transparency of our operations and governance; promote equality and inclusion; and accountability. All of these values further our fundamental mandate to regulate the legal professions in the public interest. I am proud of what we have accomplished, and wish to thank all of the Benchers and the Law Society's dedicated staff, led by CEO Diana Miles, for their hard work in achieving the results outlined in this Report.

Public Engagement

Laying the groundwork for better engagement has been a key focus in 2017. The name change is the cornerstone of a larger engagement campaign that will start in 2018 to educate and inform the public about the Law Society's role, facilitate referrals to legal professionals, and help people understand more about the legal professions.



Paul B. Schabas,
Treasurer

Equality, Diversity and Inclusion

In 2017 we began implementing the 13 recommendations from the Report, [Working Together for Change: Strategies for Addressing Issues of Systemic Racism in the Legal Profession](#). The first two recommendations included the development of a Statement of Principles for all licensees, and a Human Rights/Diversity Policy for legal workplaces of 10 or more licensees.

Although there was much debate, both recommendations have been implemented and mark first steps in the Society's ground-breaking work to address and eliminate racism and discrimination in the legal professions.

The Law Society has also been active on Indigenous issues, working with the Indigenous Advisory Group to adopt an Indigenous Framework to guide us in all our work. A Review Panel is examining our regulatory processes to make recommendations on improving how we address issues and complaints involving Indigenous Peoples, which will report in 2018.

A diverse and inclusive legal profession is in the public interest, and I am proud of the Law Society's strong leadership on this issue.

Access to Justice and Public Protection

The Law Society's work over the last year has also focused on improving access to justice.

The Society's Action Plan in response to the recommendations of the [Family Legal Services Review](#) conducted by Justice Annemarie Bonkalo, developed in partnership with the Ministry of the Attorney General, includes the development of a specialized license for paralegals, and others with appropriate training, to offer certain types of family law legal services. The Action Plan will also help identify areas and circumstances where people facing emotional issues and financial hardship can benefit from a strengthened provincial family law system with increased capacity and resources.

The Report of the [Legal Aid Working Group](#) has provided important direction on the Society's re-engagement with legal aid in Ontario. The Law Society has also introduced measures that ensure protection of the public from unscrupulous advertising and referral practices and unreasonable fees. A number of significant rule changes were approved by Convocation, so that the public will benefit from mandatory disclosure about contingency fees, caps on referral fees, as well as many other related protection measures.

Reviewing the Licensing Process

Unprecedented numbers of people are seeking to become lawyers in Ontario. It is critical, therefore, that our licensing process be fair, defensible and in the public interest. That's why in 2017, we launched the [Dialogue on Licensing](#) to examine the realities, challenges and opportunities of the lawyer licensing system, including Articling and the Law Practice Programs. Defining the next chapter in licensing will be a challenge in the months ahead, but I am confident this process will lead to solutions with long-lasting impact.

Policy and Governance

In late 2017 a dedicated [Policy Division](#) was re-established to provide the Law Society, its Benchers and staff, with much-needed policy support to ensure we lead, well-informed and wisely, on the many challenges the legal professions face in the years ahead. Our [Government Task Force](#) also continued to examine how we must change and improve our governance structure to ensure we are able to act efficiently and effectively in the public interest.

In June 2018, I will step down as Treasurer. It has been an honour and privilege to lead the Law Society over the last two years. I am proud of all that we have done and am confident that the changes we have made, and the initiatives that are underway, will serve the Society well in responding to the challenges ahead.

CEO's Message

Anticipating Change and Evolving to Meet Needs

In 2017, we undertook a number of initiatives to help anticipate and meet the needs of an ever-evolving legal landscape — and to strengthen our framework for meaningful and long-lasting change in a number of key areas of our operational mandate.

Our divisions have been developing the groundwork to support an organizational change in approach that will see us engaging more effectively with our stakeholders and, in particular, building a more direct line of communication with the public. We also began to turn our focus to implementing policy initiatives in a more timely, practical and achievable way, to ensure that our licensees are able to meet the challenges of a rapidly changing market and legal professional environment.

To better prepare the organization and our licensees for change, we began operational projects in 2017 that will see the organization improving the way we manage and deliver a number of our key services and resources. To better serve and protect the public, we launched reviews in two critical areas of our mandate: competence and conduct.

We launched a comprehensive review of the lawyer licensing process with [Dialogue on Licensing](#), a province-wide discussion to inform the development of an appropriate, sustainable licensing system for lawyers. We will continue to work closely with the profession on this critical undertaking in the coming months, as we define our competence assessment for lawyers of the future.



Diana Miles,
Chief Executive Officer

Our complaints, investigations and discipline activities are also being realigned to improve efficiency and provide more timely conduct outcomes. New approaches to engaging in our processes, including improved triage and supporting electronic document management, are all at the forefront of the evolution in our regulatory areas.

The Law Society's [Policy Division](#) continues to support our Board with effective and responsive analysis, and the development of policies supporting the effective provision of legal services that impact the public and licensees. Getting out ahead of the issues will be a key objective for 2018, with an emphasis on emerging issues and proactive advancement of the organization's principled approach to regulating in the public interest.

In 2017, operational realignments were made to demonstrate our commitment to improving engagement with the public and licensees. We amalgamated our stakeholder relations, issues management and communications functions to ensure a more holistic approach to our outreach efforts.

As part of the Law Society's strategic objectives, our Board has also approved a robust public awareness campaign. We are looking forward to more actively engaging the public in discussions about what lawyers and paralegals can do for them, how to find legal help, and the role of the regulator in supporting access to legal services.

I look forward to continuing to build on the thoughtful discussion and enthusiasm for change that we began in 2017.

I would like to commend the staff of the Law Society for their tremendous capability, flexibility and resilience. Not surprisingly, the Law Society was named one of Greater Toronto's Top Employers in 2017, for the 11th year in a row, thanks to the dedication of our wonderful team.

I also thank the Benchers and Treasurer Paul Schabas, for their continued commitment to the Law Society's ongoing evolution and their enduring support as we move forward with our change efforts.

Strategic Priorities

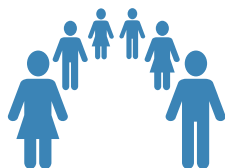
Our Plan

After extensive strategic planning that engaged all benchers and senior management, we committed to a four-year strategic plan, building on the accomplishments of the previous four years, for the period 2015 to 2019.

The four-year strategy ensures continuity in pursuing multi-year priorities and supports greater effectiveness in managing our financial resources to fulfil obligations that stretch beyond a single term.

Since 2015, we have pursued the five priorities laid out in the strategic plan – as well as several key initiatives to support them – a focus that will be maintained through 2019. These priorities were established to strengthen our excellence in professional regulation and to continue to facilitate access to justice for Ontarians.

Our Priorities



LEAD AS A PROFESSIONAL REGULATOR

- Enhance regulatory effectiveness to advance protection of the public
- Ensure appropriate considerations for mental health and equity are integrated into regulatory processes

We will review our processes and explore new regulatory approaches while continuing to manage risk. We will examine policies and procedures to ensure equitable treatment for every individual and group we interact with. We will also consider opportunities for additional mental health supports and resources.

INITIATIVES RELATED TO LEAD AS A PROFESSIONAL REGULATOR

- [Advertising and Fee Arrangements Issues Working Group](#)
- [Alternative Business Structures](#)
- [Equality, Diversity and Inclusion](#)



ENGAGE STAKEHOLDERS AND THE PUBLIC WITH RESPONSIVE COMMUNICATIONS

- Improve communication with lawyers and paralegals through greater accountability, transparency and collaboration
- Build a better understanding of the Law Society among the public through heightened engagement

We will review our existing practices and consult broadly to strengthen our relationship with lawyers, paralegals, the public and other stakeholders, and build greater awareness of the Law Society.

INITIATIVES RELATED TO ENGAGE STAKEHOLDERS AND THE PUBLIC WITH RESPONSIVE COMMUNICATIONS

- [Strategic Communications Steering Group](#)



INCREASE ORGANIZATIONAL EFFECTIVENESS

- Continue to enhance the public interest in the policy-making process
- Review governance methods and structures to ensure efficiency and effectiveness
- Enhance measurement and assessment of our services and programs

We will assess our governance structures, policy-making processes and programs and services, focusing on key objectives, costs and effectiveness.

INITIATIVES RELATED TO INCREASE ORGANIZATIONAL EFFECTIVENESS

- [Governance Task Force](#)



PRIORITIZE LIFE-LONG COMPETENCE FOR LAWYERS AND PARALEGALS

- Evaluate and enhance licensing standards and requirements
- Improve and increase practice supports
- Consider comprehensive mentoring services

We will consider education beyond traditional Continuing Professional Development (CPD) formats, and work with the professions to develop initiatives that institutionalize mentoring, advisory services and other types of support.

INITIATIVES RELATED TO PRIORITIZE LIFE-LONG COMPETENCE FOR LAWYERS AND PARALEGALS

- [Coach and Advisor Network](#)
- [Dialogue on Licensing](#)



ENHANCE ACCESS TO JUSTICE ACROSS ONTARIO

- Increase collaboration with access to justice partners and other stakeholders
- Develop and implement a more concrete access to justice action plan

We will extend our efforts to collaborate with justice partners and other stakeholders to identify and implement solutions to access to justice challenges.

INITIATIVES RELATED TO ENHANCE ACCESS TO JUSTICE ACROSS ONTARIO

- [Family Legal Services Action Plan](#)
- [Legal Aid Working Group](#)
- [Indigenous Initiatives](#)

[View a PDF version of the 2015-19 Strategic Plan](#)

The Professions

Convocation Membership



TREASURER

Paul B. Schabas

ELECTED BENCHERS

Raj Anand, LSM

Peter Beach

Fred J. W. Bickford

Jack Braithwaite

Christopher D. Bredt

Robert J. Burd

John E. Callaghan

Paul M. Cooper

Dianne G. Corbiere

Cathy Corsetti

Janis P. Criger

Teresa Donnelly

Ross F. Earnshaw

Robert F. Evans, Q.C.

Julian N. Falconer

Rocco Galati

Avvy Yao-Yao Go, O.Ont.

Howard Goldblatt

Joseph Groia

Michelle Haigh

Carol Hartman

Jacqueline A. Horvat

David W. Howell

Brian Lawrie

Janet Leiper, C.S.

Jeffrey Lem

Michael M. Lerner

Marian Lippa

M. Virginia MacLean, Q.C., C.S., LSM

William C. McDowell

Susan T. McGrath

Isfahan Merali

Malcolm M. Mercer
Barbara J. Murchie
Gina Papageorgiou
Susan Richer
Jonathan M. Rosenthal
Raj Sharda
Andrew Spurgeon
Sidney H. Troister, LSM
Jerry B. Udell, C.S.
M. Anne Vespry
Tanya Walker
Peter C. Wardle
Heather L. Zordel

APPOINTED BENCHERS

Marion Boyd
Gisèle Chrétien
Suzanne Clément
Seymour Epstein, P.Eng.
Jan Richardson
Gerald Sheff
Baljit Sikand
Catherine Strosberg

EX-OFFICIO BENCHERS

The Hon. Yasir Naqvi, MPP
Bob Aaron
The Hon. Robert P. Armstrong, Q.C.
Larry Banack
Christopher Bentley
Michael J. Bryant
Paul Copeland, C.M., LSM
Abraham Feinstein, Q.C., LSM
The Hon. Lee K. Ferrier, Q.C.
Neil Finkelstein, LL.D.
Patrick Garret Furlong, Q.C., LSM
Gary Lloyd Gottlieb, Q.C.
The Hon. John D. Ground, Q.C.
Howard G. Hampton
Charles A. Harnick, Q.C., LSM

George D. Hunter
Vern Krishna, C.M., Q.C., FRSC,
LSM
Gavin MacKenzie
Ronald D. Manes
The Hon. R. Roy McMurtry, O.C.,
O.Ont., Q.C., LSM
W. A. Derry Millar, LSM
Daniel J. Murphy, Q.C.
Ross W. Murray, Q.C.
Alan W. Pope, Q.C.
Julian Porter, Q.C., LL.D.
Judith M. Potter
The Hon. Allan Rock, P.C., Q.C.
Heather Joy Ross
Clayton Ruby, C.M., LL.D.
Arthur R. A. Scace, C.M., Q.C.
The Hon. James M. Spence,
Q.C., LL.D.
Norman W. Sterling, Q.C.
Harvey T. Strosberg, Q.C., LSM
Gerald A. Swaye, Q.C., C.S.
J. James Wardlaw, Q.C., LSM
Bradley H. Wright
Roger D. Yachetti, Q.C.
David S. Young

EMERITUS TREASURERS

Thomas G. Conway, LL.D.
Janet E. Minor
Laurie H. Pawlitza, LL.D.

EMERITUS BENCHERS

Constance Backhouse, C.M.,
O.Ont., LSM
John A. Champion
Alan D. Gold
Alan G. Silverstein, C.S.
Beth Symes, C.M., LSM

HONORARY BENCHER

His Royal Highness Prince Charles,
The Prince of Wales

CONVOCAATION COMMITTEE CHAIRS

Access to Justice- Howard Goldblatt
Audit & Finance- Christopher Bredt
Compensation Fund- Carol Hartman
Equity and Indigenous Affairs-
Dianne Corbiere
Equity and Indigenous Affairs- Julian
Falconer
Government and Public Affairs- John
Callaghan
Inter-Jurisdictional Mobility-
Michael Lerner
Litigation- Jacqueline Horvat
Paralegal Standing- Michelle Haigh
Priority Planning- Paul B. Schabas
Professional Development &
Competence- Peter Wardle
Professional Regulation- William
McDowell
Tribunal- Barbara Murchie

MEMBERSHIP – 2017

David W. Howell was elected a
Bencher on June 29, 2017 as a result
of the vacancy created by the
resignation of Joanne St. Lewis as a
Bencher on June 23, 2017.

MEMBERSHIP – 2018

Heather Louise Zordel was elected
a Bencher on January 25, 2018 as a
result of the vacancy created by the
appointment of Sandra N. Nishikawa
as a judge of the Superior Court of
Justice of Ontario.

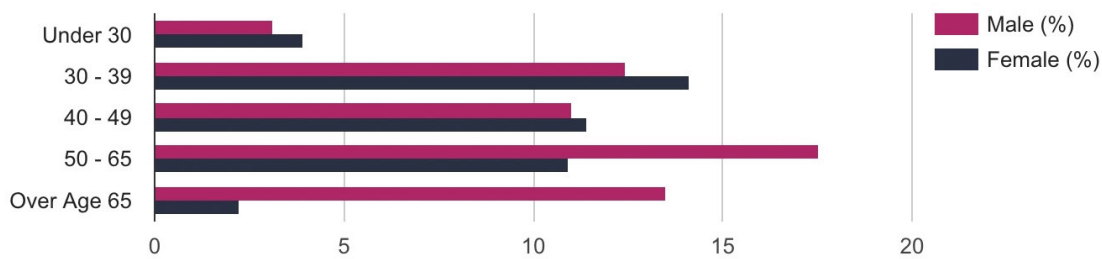
Membership Statistics

In 2017, we were the regulator of more than 52,000 lawyers and more than 8,600 paralegals.

For more information on our membership, see the [Key Trends](#) section.

Age and Gender

LAWYERS BY AGE AND GENDER



Notes:

a) Data as of December 31, 2017

b) % is based on total

c) Percentages may not add up to 100 due to rounding

d) These statistics do not include lawyers appointed to judicial office and lawyers whose licences were suspended on December 31, 2017

PARALEGALS BY AGE AND GENDER



Notes:

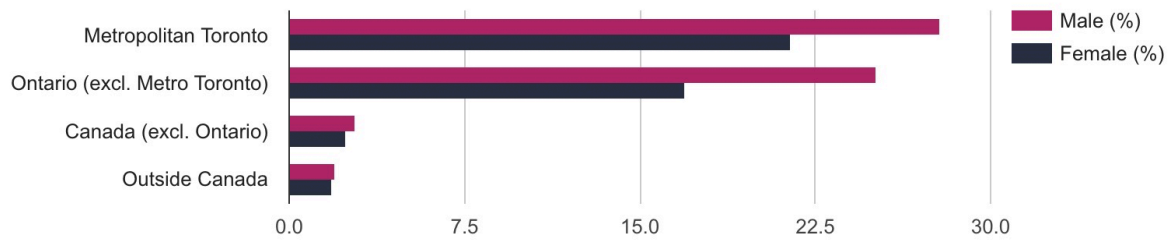
a) Data as of December 31, 2017

b) % is based on total

c) Percentages may not add up to 100 due to rounding

d) These statistics do not include paralegals appointed to judicial office and paralegals whose licences were suspended on December 31, 2017

GEOGRAPHICAL DISTRIBUTION OF LAWYERS



Notes:

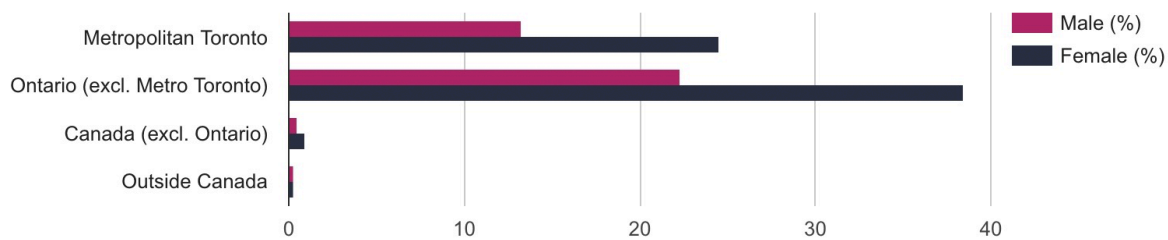
a) Data as of December 31, 2017

b) % is based on total

c) Percentages may not add up to 100 due to rounding

d) These statistics do not include lawyers appointed to judicial office and lawyers whose licences were suspended on December 31, 2017

GEOGRAPHICAL DISTRIBUTION OF PARALEGALS



Notes:

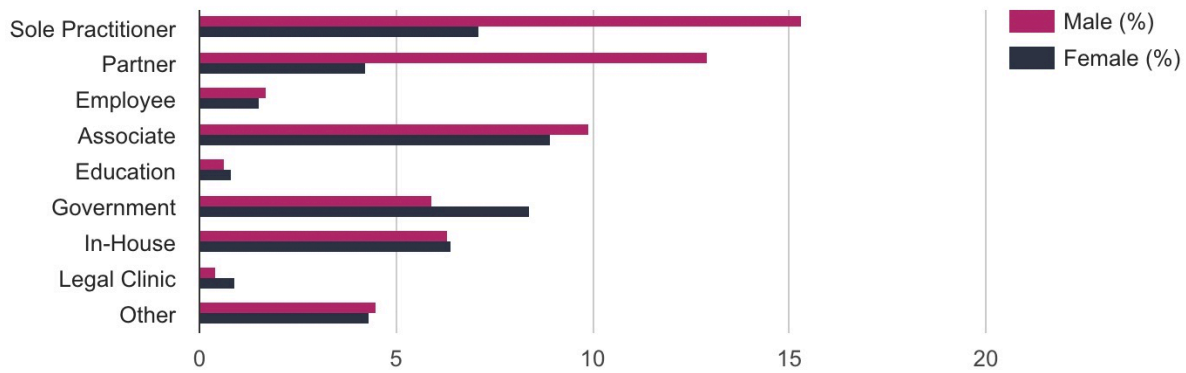
a) Data as of December 31, 2017

b) % is based on total

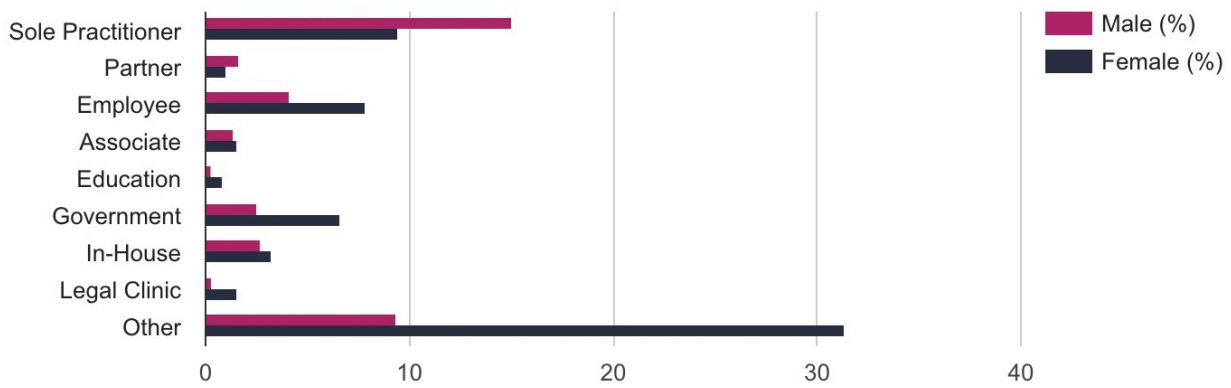
c) Percentages may not add up to 100 due to rounding

d) These statistics do not include paralegals appointed to judicial office and paralegals whose licences were suspended on December 31, 2017

LAWYERS BY TYPE OF EMPLOYMENT



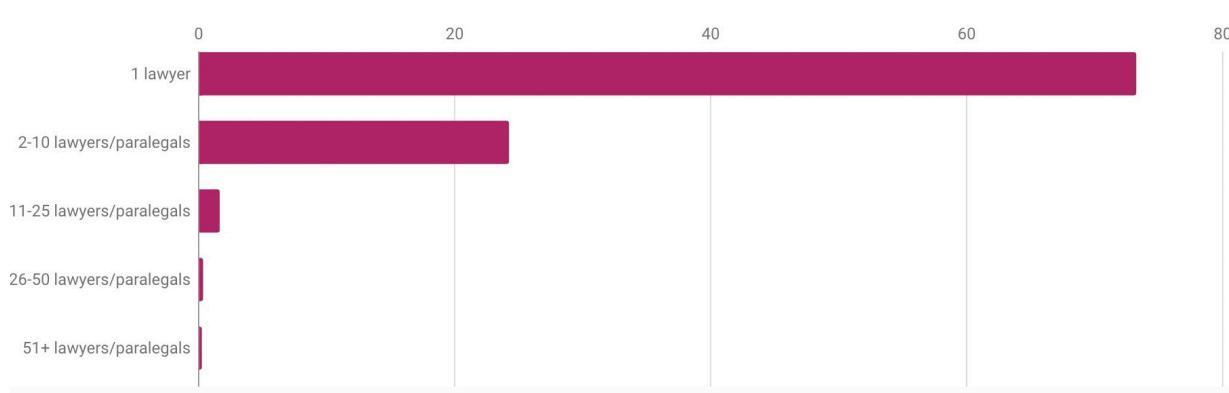
PARALEGALS BY TYPE OF EMPLOYMENT



Law Firms/Paralegal Firms

In 2017, there were 10,643 law firms and 1,781 paralegal firms reported as a primary business for a licensee in the province.

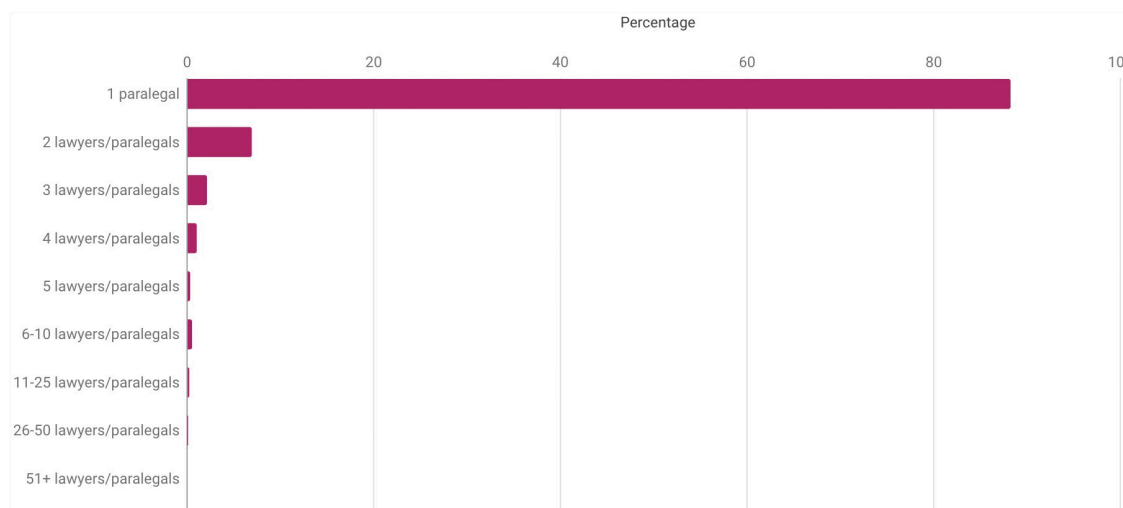
LAW FIRMS BY SIZE (%)



Notes:

- a) These statistics are based on law firms reported as a primary business for a licensee
- b) [a] % is based on total Firms
- c) [b] % is based on total Licensees
- d) Percentages may not add up to 100 due to rounding
- e) Data as of December 31, 2017

PARALEGAL FIRMS BY SIZE (%)



Notes:

- a) These statistics are based on paralegal firms reported as a primary business for a licensee
- b) [a] % is based on total Firms
- c) [b] % is based on total Licensees
- d) Percentages may not add up to 100 due to rounding
- e) Data as of December 31, 2017

Snapshot: Lawyers from the Lawyer Annual Report (LAR) 2016

[View the Snapshot Fact Sheet \(PDF\)](#)

The Law Society of Ontario has been collecting self-identification data in the Lawyer Annual Report since 2009. The structure of the survey at the time permitted the lawyer to opt to pass over the question and provide no response. This option has been modified so that, while a lawyer can still decline to self-identify, the person must now so indicate by expressly entering this response.

Race and Indigenous

RACIALIZED & INDIGENOUS BY PERCENTAGE OF RESPONDENTS

RACE	% OF RESPONDENTS
First Nations	1.0
Inuk	0.02
Métis	0.5
Arab	0.9
Black	3.2
Chinese	3.4
East Asian (includes Japanese, Korean)	1.3
Latino	0.6
South Asian	6.5
Southeast Asian	0.7
West Asian	1.1
More than one Racialized Group	0.5
Racialized and White	1.2
White	79.2

Gender

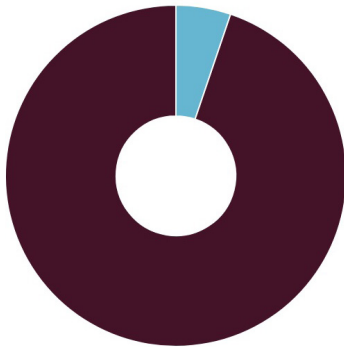
Women

43.8%

Men

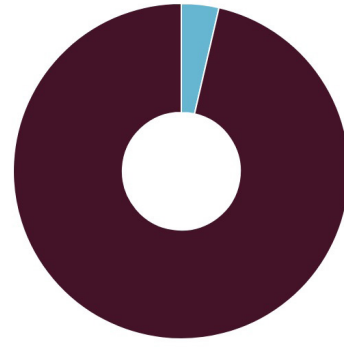
56.2%

IDENTIFY AS FRANCOPHONE



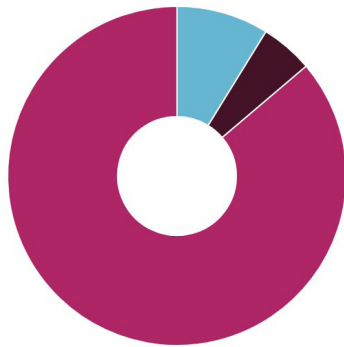
● Yes ● No

HAVE A DISABILITY



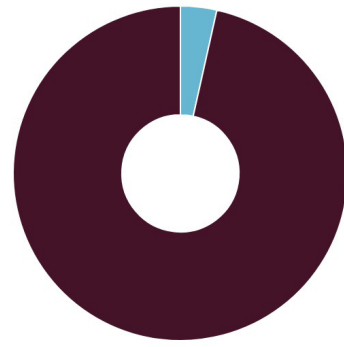
● Yes ● No

ABLE TO PRACTICE IN FRENCH



● Can Counsel and Represen ● Cannot
● Can Counsel But Not Represent

SEXUAL ORIENTATION



● LGBTQ ● Not LGBTQ

Source: 2016 Lawyers Annual Report; analysis by Michael Ornstein

Full data

Download the [Excel spreadsheet](#) of the complete Statistical Snapshot of Lawyers from the Lawyer Annual Report (LAR) 2016, including the charts on this page and much more.

Snapshot: Paralegals from the Paralegal Annual Report (PAR) 2016

[View the Snapshot Fact Sheet \(PDF\)](#)

The Law Society of Ontario has been collecting self-identification data in the Paralegal Annual Report since 2009. The structure of the survey at the time permitted the paralegal to opt to pass over the question and provide no response. This option has been modified so that, while a paralegal can still decline to self-identify, the person must now so indicate by expressly entering this response.

Race and Indigenous

RACIALIZED & INDIGENOUS BY PERCENTAGE OF RESPONDENTS

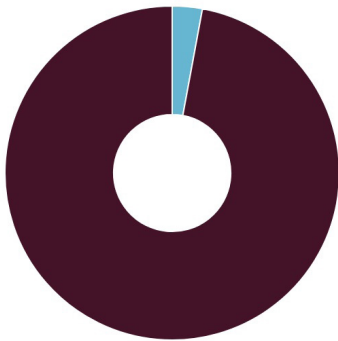
RACE	% OF RESPONDENTS
First Nations	1.1%
Inuk	0.0%
Metis	0.9%
Arab	1.4%
Black	7.2%
Chinese	5.5%
East Asian (includes Japanese, Korean)	1.1%
Latino	3.6%
South Asian	9.4%
Southeast Asian	2.8%
West Asian	2.6%
More than one Racialized Group	0.8%
Racialized and White	1.1%
White	62.3

Gender

Women
63.1%

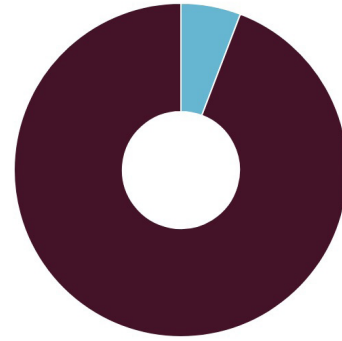
Men
36.9%

IDENTIFY AS FRANCOPHONE



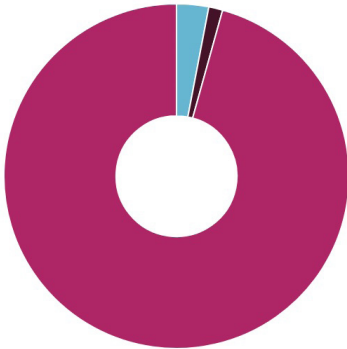
● Yes ● No

HAVE A DISABILITY



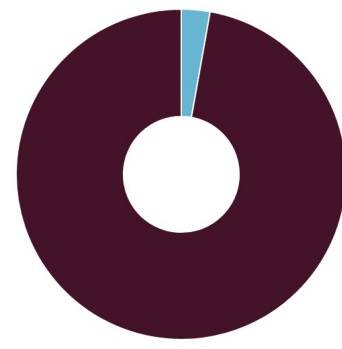
● Yes ● No

ABLE TO PRACTICE IN FRENCH



● Can Counsel and Represent ● Cannot
● Can Counsel But Not Represent

SEXUAL ORIENTATION



● LGBTQ ● Not LGBTQ

Source: 2016 Lawyers Annual Report; analysis by Michael Ornstein

Full data

Download the [Excel spreadsheet](#) of the complete Statistical Snapshot of Lawyers from the Lawyer Annual Report (LAR) 2016, including the charts on this page and much more.

Key Trends & Accomplishments

Law Society Referral Service

Hundreds of people use the Law Society Referral Service (LSRS) daily looking to be put in touch with a lawyer or paralegal to assist them with their legal matter. Members of LSRS agree to provide up to 30 minutes of free consultation to people referred to them by the service to provide legal information and discuss their options.

In 2017, LSRS received 63,025 requests for referrals, resulting in 45,603 referrals and the provision of the contact information of up to three lawyers or paralegals on 5,004 occasions to people who did not qualify for a referral. A member of the public would not qualify for a referral if they do not live in Ontario, if their legal matter is urgent and they cannot wait up to three business days for the licensee to arrange a consultation, or if they have already received a referral for the same legal issue within the calendar year. As of December 31, 2017, there were 1,107 lawyers and 141 paralegals subscribed to the service.

LSRS REFERRALS TO LAWYERS AND PARALEGALS

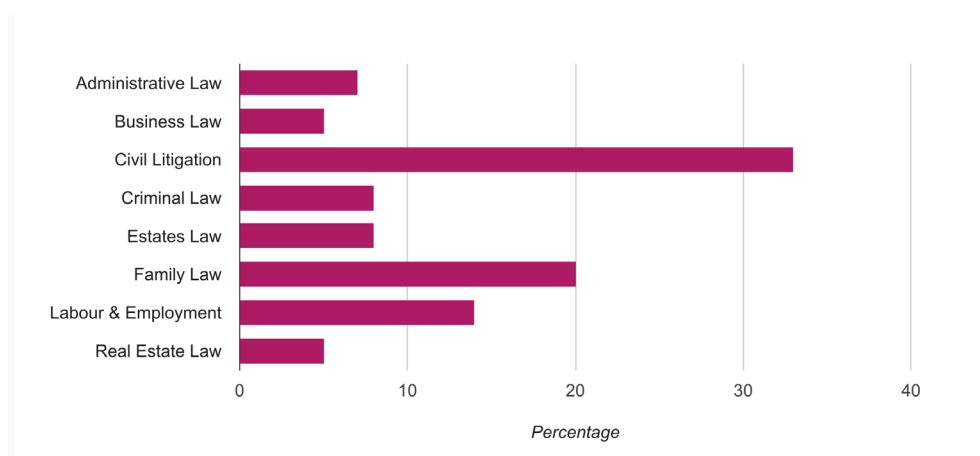
Lawyer

41,159

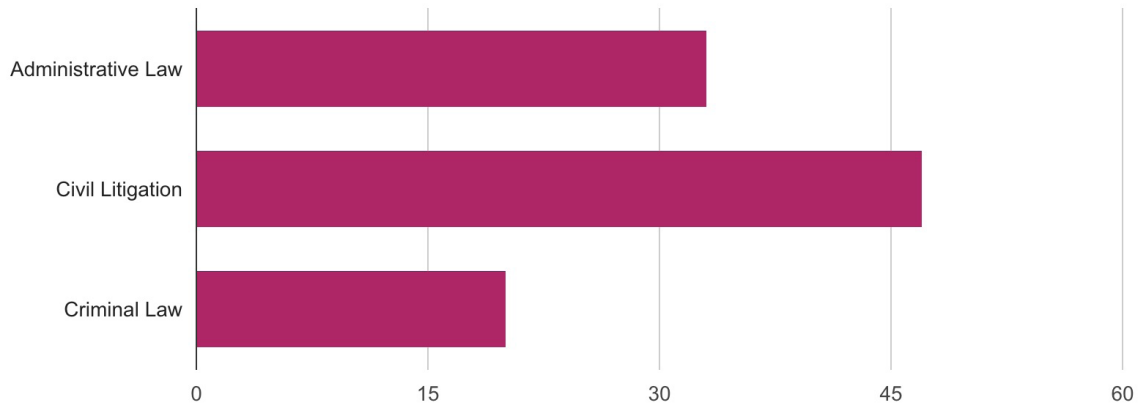
Paralegal

4,444

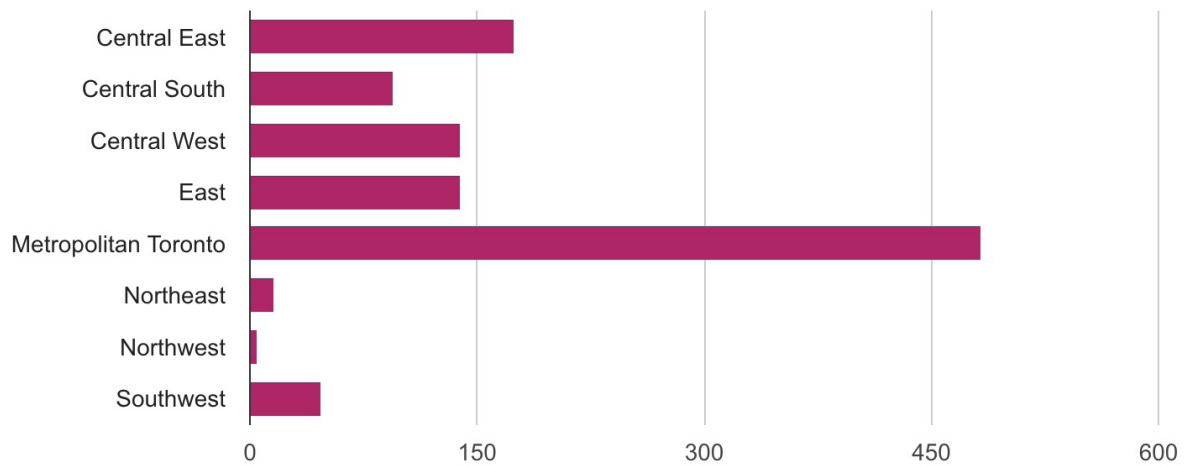
LSRS REFERRALS BY AREA OF LAW: LAWYERS (%)



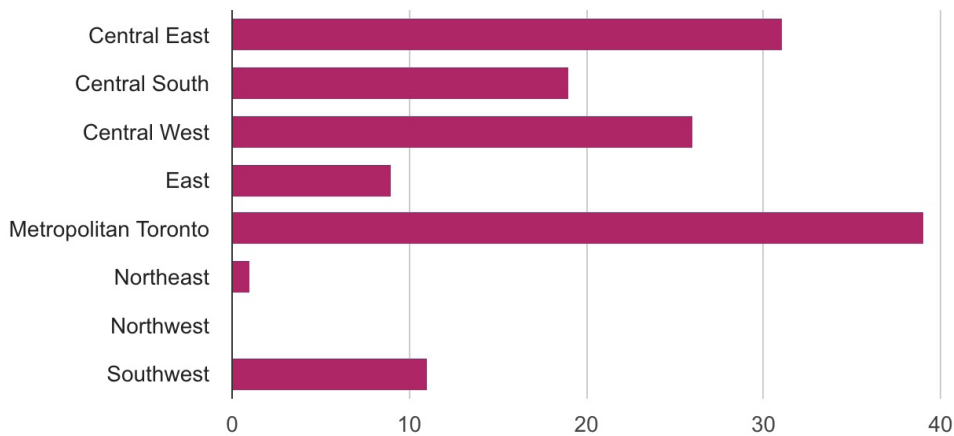
LSRS REFERRALS BY AREA OF LEGAL SERVICES: PARALEGALS



LSRS MEMBERS BY GEOGRAPHICAL REGION: LAWYERS



LSRS MEMBERS BY GEOGRAPHICAL REGION: PARALEGALS



Licensing Statistics

The lawyer licensing process comprises two separate examinations, an experiential training program, which may be completed through a 10-month articling term, or the eight-month Law Practice Program and a good character requirement.

Paralegal candidates are required to complete a diploma or certificate from an accredited paralegal program and a 120-hour field placement, as well as write a licensing examination and meet a good character requirement.

In 2017, 2,191 lawyers and 1,053 paralegals were issued a licence.

LAWYERS ISSUED A LICENCE IN 2017

Male	Female	Total
1,052	1,139	2,191

PARALEGALS ISSUED A LICENCE IN 2017

Male	Female	Total
271	782	1,053

LAWYER ENROLMENT IN THE LICENSING PROCESS BY EQUITY-SEEKING GROUP

YEAR	WOMEN % *	RACIALIZED COMMUNITIES % * †	FRANCOPHONES % * †	INDIGENOUS PEOPLE % * †
2013	53	23	4	2.6
2014	51.9	23.8	6	1.4
2015	50.1	20.4	6.3	1.67
2016	55.86	22.2	5.39	1.74
2017	54.13	23.23	5.71	1.26

* Based on applications for candidates who entered the licensing process from 2013 through 2017.

† Percentages obtained from applications for the licensing process from 2013 through 2017, in which applicants voluntarily self-identified

PARALEGAL ENROLMENT IN THE LICENSING PROCESS BY EQUITY-SEEKING GROUP

YEAR	WOMEN % *	RACIALIZED COMMUNITIES % * †	FRANCOPHONES % * †	INDIGENOUS PEOPLE % * †
2013	70.8	2.13	2	3.25
2014	71.89	20.1	2	3.25
2015	72.9	14.2	2.48	0.69
2016	73.75	18.09	3.16	1.54
2017	72.16	16.99	1.7	1.62

* Based on applications for candidates who entered the licensing process from 2013 through 2017.

† Percentages obtained from applications for the licensing process from 2013 through 2017, in which applicants voluntarily self-identified

LAWYERS LICENSED, BY GENDER (SIMPLIFIED)

YEAR	FEMALE %	MALE %
2013	49.6	50.4
2014	52.9	47.1
2015	51.5	48.7
2016	52.47	47.53
2017	51.99	48.01

LAWYERS LICENSED, BY GENDER (FULL)

YEAR	TOTAL LICENSED	FEMALE	% OF TOTAL	MALE	% OF TOTAL
2013	1,994	989	49.6%	1,005	50.4%
2014	1,984	1,049	52.9%	935	47.1%
2015	2,201	1,129	51.3%	1,072	48.7%
2016	2,188	1,148	52.47%	1,040	47.53%
2017	2,191	1,139	51.99%	1,052	48.01%

PARALEGALS LICENSED, BY GENDER (SIMPLIFIED)

YEAR	FEMALE %	MALE %
2013	67.1	32.8
2014	68.5	31.5
2015	71.4	28.6
2016	73.24	26.76
2017	74.26	25.74

PARALEGALS LICENSED, BY GENDER (FULL)

YEAR	TOTAL LICENSED	FEMALE	% OF TOTAL	MALE	% OF TOTAL
2013	1,344	902	67.1%	442	32.8%
2014	1,154	790	68.5%	364	31.5%
2015	1,372	980	71.4%	392	28.6%
2016	994	728	73.24%	266	26.76%
2017	1,053	782	74.26%	271	25.74%

Regulating the Professions

Complaints

While 2016 marked the first increase in the number of new complaints received in Professional Regulation since 2013, the number decreased in 2017. The total number of new complaints received in 2017 (4,737) was 2.0% lower than the total number received in 2016 (4,833); however, it was 2% higher than the total number received in 2015 (4,647).

COMPLAINTS RECEIVED

In 2017, our Complaint & Compliance Department received 6,364 new complaints and re-opened 78, for a total of 6,442 complaints.

Of those, 4,737 complaints were referred to our Professional Regulation Division as follows:

SUBJECTS OF THE COMPLAINTS	
Lawyers	80.5%
Paralegals	11.9%
Non-licensees and Lawyer and Paralegal Applicants	7.6%
COMPLAINANTS	
members of the public;	69.7%
licensees	13.8%
internally raised (i.e., the complainant is the Law Society)	16.5%

Nature of Complaints Received in Professional Regulation

The nature of complaints received in the Professional Regulation Division in 2017 was similar to the nature of complaints received in the past few years:

TYPES OF ALLEGATIONS RAISED IN COMPLAINTS RECEIVED

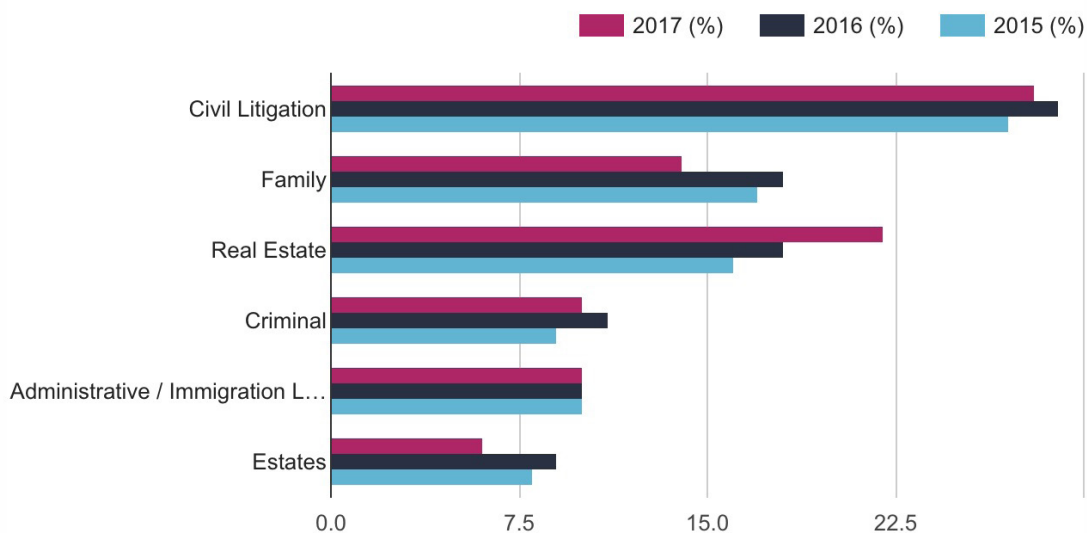
ISSUE TYPE	% OF COMPLAINTS RECEIVED IN PROFESSIONAL REGULATION WITH ISSUE TYPE
Service Issues (examples: fail to account, fail to communicate, fail to serve client)	44%
Integrity Issues (examples: civility, counselling/behaving dishonourably)	42%
Governance Issues (examples: fail to cooperate with Law Society, Unauthorized Practice)	18%
Financial Issues (examples: mishandling trust accounts, misappropriation, real estate/mortgage schemes)	12%
Special Applications (examples: capacity, good character)	9%
Conflicts (examples: licensee in position of conflict, business/financial relations with client)	6%

Figures total more than 100% because some complaints raise more than one issue.

AREA OF LAW IDENTIFIED IN THE COMPLAINTS RECEIVED

Civil litigation, real estate and family law continue to be the three areas of law receiving the most complaints.

AREA OF LAW IDENTIFIED IN THE COMPLAINTS RECEIVED



SIZE OF FIRM

Sole practitioners and licensees in small firms (up to 5 licensees) continue to receive the largest number and proportion of new complaints (approximately 79% for lawyers and 98% for paralegals).

SIZE OF FIRM	PERCENTAGE OF NEW COMPLAINTS RECEIVED IN PROFESSIONAL REGULATION
LAWYERS	
Sole practitioners	51%
2 licensees	14%
3-5 licensees	14%
6-10 licensees	9%
11-25 licensees	7%
26-50 licensees	2%
51-150 licensees	2%
151-200 licensees	1%
>200 licensees	0%
PARALEGALS	
Sole Practitioners	72%
2-3 licensees	16%
4-6 licensees	10%
>6 licensees	3%

LICENSEES WHO RECEIVED THE NEW COMPLAINTS - YEARS LICENSED

Lawyers in the first 5 years of private practice continue to receive significantly fewer complaints (14%) than expected (this group makes up 20% of all lawyers in private practice) while lawyers in private practice who have been licensed for more than 40 years received significantly more new complaints than would be expected (this group makes up only 9% of all lawyers in private practice).

With respect to paralegals, no significant differences were noted. The percentage of complaints received paralegals in private practice in each group was comparable to the percentage of paralegals in private practice for each of the groups.

LICENSEES WHO RECEIVED THE NEW COMPLAINTS - YEARS LICENSED	PERCENTAGE OF NEW COMPLAINTS RECEIVED IN PROFESSIONAL REGULATION
LAWYERS	
0-5 Years	14%
6-10 Years	14%
11-15 Years	15%
16-20 Years	9%
21-25 Years	11%
26-30 Years	10%
31-35 Years	8%
36-40 Years	7%
>40 Years	12%
PARALEGALS	
0-1 Years	9%
2-3 Years	19%
4-5 Years	17%
>5 Years	55%

Investigations

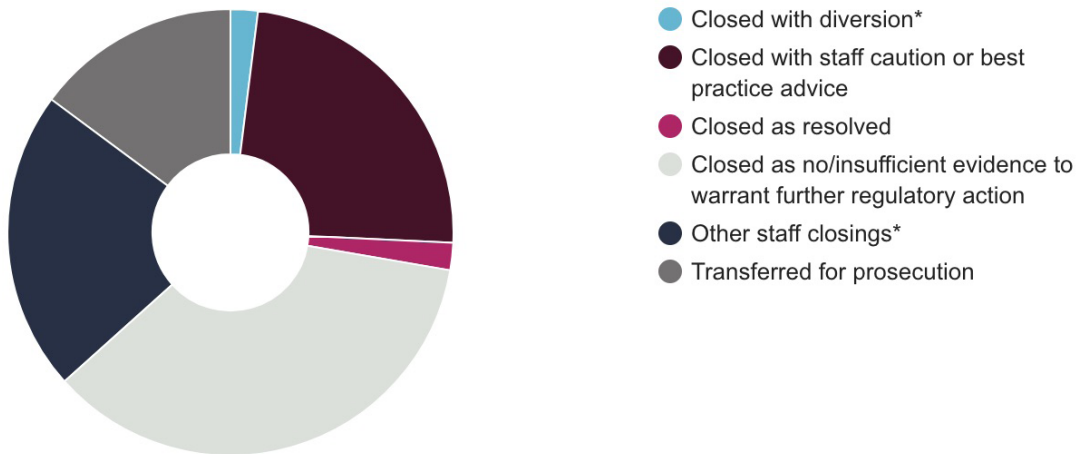
In 2017, Professional Regulation continued to pursue its goal of more robust triaging and increased resolution of complaints earlier in the process, without the necessity of full investigations instructed under section 49.3(2) of the Law Society Act. These efforts allow investigation staff to focus on and address those matters which represent higher risk to the public and the professions.

Of the complaints that were instructed for investigation in the Intake & Resolution Department:

- 86% of the instructions were for a conduct investigation;
- 3% of instructions were for a capacity investigation;
- 5% of instructions were for an investigation into unauthorized practice; and
- 6% of instructions were for a good character investigation

There was no appreciable difference in the reason for the completion of investigations in the past three years.

PROPORTION OF ALL COMPLAINTS COMPLETED AFTER AN INVESTIGATION IN 2017



* Regulatory Meeting, Invitation to Attend, Letter of Advice, practice/spot audit recommendation, undertaking

** Includes discontinued complaints and complaints outside the jurisdiction of the Law Society

The number of new Mortgage Fraud and Unauthorized Practice (UAP) investigations continued to decrease in 2017.

	NEW INVESTIGATIONS IN 2017	COMPLETED INVESTIGATIONS IN 2017	INVENTORY AT THE END OF 2017
MORTGAGE FRAUD	15 investigations involving 23 complaints	23 investigations involving 49 complaints	20 investigations involving 28 complaints (down from 34 investigations involving 57 complaints at the beginning of 2017)
UAP	45 complaints (a 70% decrease from 2015 (150) and a 55% decrease from 2016 (101))	93 complaints	55 complaints (a decrease of 44% from the inventory at the beginning of 2017)

COMPLAINTS RESOLUTION COMMISSIONER

When the Law Society closes a case after an investigation, the complainant may request a review of that decision by the **Complaints Resolution Commissioner**

- 135 requests were received in 2017 which were found to be eligible for review by the Commissioner. This represents a decrease of 30% when compared with the 192 requests received in 2016. The number of requests received in 2016 was 7% fewer than the number of requests received in 2015 (207) and 20% fewer than the number received in 2014 (240).
- Of significance to the Professional Regulation is:
 - The continued low number of requests received per closed investigations. The percent of cases closed in the Professional Regulation following an investigation for which a review by the Commissioner was requested remains low, at 8.5% (compared to 8.2% in 2016 and 9.4% in 2015).
 - Of the 143 decisions rendered following a review by the Commissioner in 2017, only eight files (6%) were referred back to Professional Regulation for further investigation and of those eight, the Commissioner was not satisfied that the decision to close was reasonable in seven files. (The other file was referred back for further investigation on the basis of submissions made/evidence provided by the Complainant at the review meeting.) With respect to these seven files, the Executive Director of Professional Regulation adopted the Commissioner’s recommendation in six cases; and declined to adopt the Commissioner’s recommendation in one case.

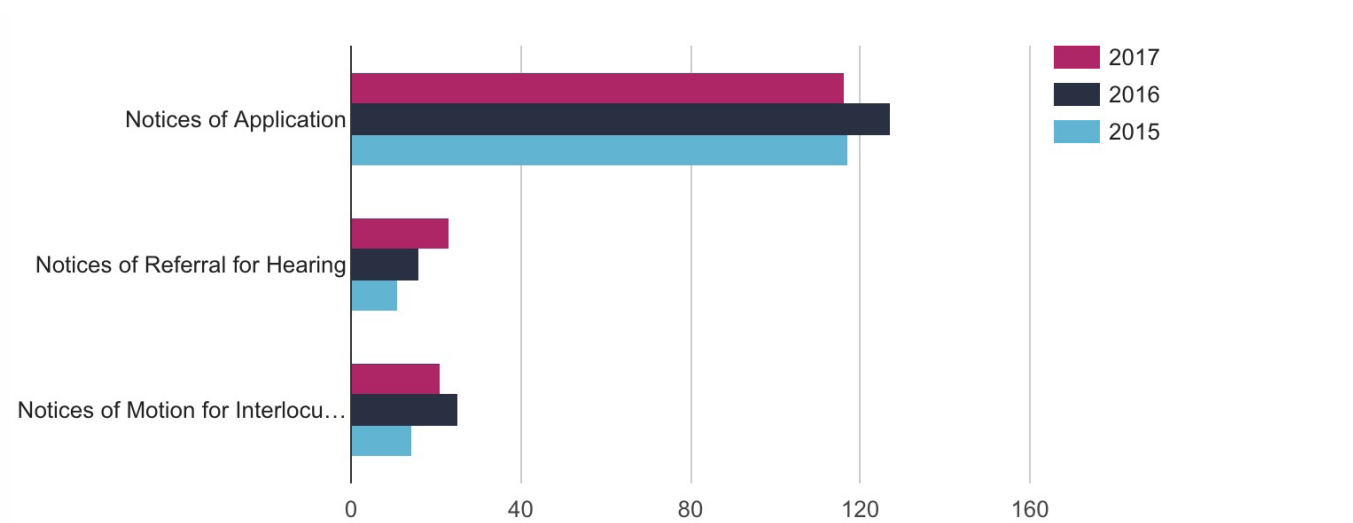
Discipline

In 2017, 303 complaints/cases involving 166 licensees/applicants were transferred into the Discipline Department for prosecution. The number of licensee/applicant matters transferred into the Discipline Department in 2017 is approximately the same as in 2016 (168) and represents an increase over the numbers in the 5 years prior to 2016.

The inventory of matters before the Law Society Tribunal - Hearing Division remains high. At the end of 2017, Discipline Counsel/Paralegals had an inventory of:

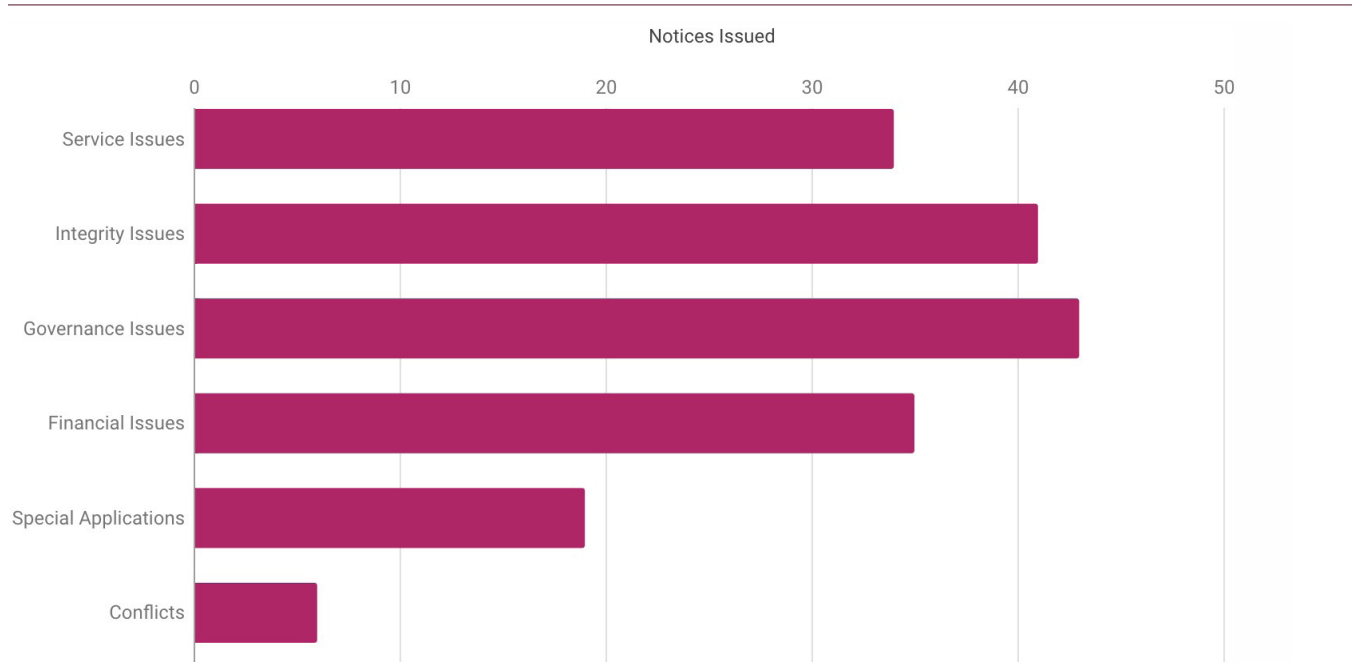
- 62 matters in the pre-hearing phase (i.e., pending authorization to proceed to a hearing in the Hearing Division).
- 114 matters before the Hearing Division.
- 23 matters before the Law Society Tribunal - Appeal Division or the Courts.

NOTICES ISSUED IN 2017:



The following chart sets out the types of allegations raised in the 160 Notices issued in 2017:

% OF NOTICES ISSUED IN 2017 WITH ISSUE TYPE



Figures total more than 100% because some complaints/cases raise more than one issue.

FINAL ORDERS RENDERED BY THE HEARING DIVISION, BY YEAR

164 matters were completed before the Law Society Tribunal Hearing Division in 2017.¹

MATTERS DISPOSED OF BY THE HEARING DIVISION		LAWYERS			PARALEGALS		
		2015	2016	2017	2015	2016	2017
CONDUCT	TOTAL	77	94	89	23	21	33
	Reprimand	16	18	22	2	0	3
	Suspension	30	39	42	13	16	23
	Permission to surrender	8	9	4	3	1	2
	Revocation	14	9	10	2	2	4
	Fine	0	0	1	1	0	0
	Costs only	0	1	0	0	0	0
	Dismayed/stayed	4	5	6	0	2	0
	Withdrawn/abandoned	5	13	4	2	0	1
	Interlocutory suspension/restriction	7	27	20	3	3	6
Capacity	3	5	3	0	0	2	
Non-compliance	1*	1	0	0	0	0	
Reinstatement/Terms Dispute	3	2	2	1	1	1	
Licensing (including readmission)	2	4	3	4	7	5	
TOTALS		120	96	117	31	32	47
2015		128					
2016		152					
2017		164					

*There was one hearing in which a conduct application and a non-compliance application were heard together. Both are included in the totals for lawyer conduct and lawyer non-compliance categories. However, the matter is only counted once in the total numbers and the suspension is reflected in the conduct statistics.

¹A “completed matter in the Hearing Division” for Professional Regulation is defined as one in which the Law Society Tribunal - Hearing Division has rendered a final order.

OUTCOMES OF MORTGAGE FRAUD PROSECUTIONS IN 2017 AND SINCE 2001

Since 2001, the Law Society has completed 128 mortgage fraud prosecutions.

OUTCOME	RESULTS FOR COMPLETIONS IN 2017	RESULTS SINCE 2001
LAWYER'S LICENCE REVOKED (DISBARRED)	2	48
LAWYER PERMITTED TO SURRENDER LICENCE	0	20
LAWYER SUSPENDED	2	58
OTHER LESSER PENALTY (E.G. REPRIMAND, FINE)	0	2
TOTALS	4	128

APPEALS AND APPLICATIONS FOR JUDICIAL REVIEWS IN 2017:

	LAW SOCIETY TRIBUNAL - APPEAL DIVISION	DIVISIONAL COURT	COURT OF APPEAL FOR ONTARIO	SUPREME COURT OF CANADA
MATTERS COMMENCED	13 appeals	4 appeals; 2 judicial reviews	2 motions for leave to appeal	1 motions for leave to appeal
MATTERS COMPLETED	13 appeals	3 appeals; 4 judicial reviews	3 motions for leave to appeal; 1 appeal	1 motion for leave to appeal
MATTERS ACTIVE AS AT DECEMBER 31, 2017	15 appeals	4 appeals; 1 judicial review	1 application for leave to appeal; 1 appeal	2 motions for leave to appeal; 1 appeal

Other Regulatory Activity in 2017

REGULATORY COMPLIANCE DEPARTMENT

The **Regulatory Compliance Department** is responsible for enforcement of orders from the Law Society Tribunals and the Courts as well as undertakings provided by licensees to the Law Society. Department activities include monitoring undertakings obtained at the completion of matters by other Departments within the Division, ensuring that bankrupt lawyers comply with the Law Society’s by-laws; enforcing judgments and mortgages obtained by or assigned to the Compensation Fund and responding to regulatory inquiries from the public.

REGULATORY COMPLIANCE	2015	2016	2017
Costs Collected (including Discipline costs)	\$572,703	\$447,945	\$390,056
New Undertakings to be monitored	63	91	70
New Orders to be monitored	152	157	166
Regulatory inquiries received and addressed			
(number of licensees involved in inquiries)	5,079	4,726 (5,398 licensees)	4,552 (6182 licensees)

TRUSTEE SERVICES DEPARTMENT

Trustee Services Department responds in situations where a licensee has abandoned his/her practice or has had his/her licence revoked or suspended, as well as situations where a sole practitioner has suffered serious health problems and is unable to continue in the practice of law. Through the use of the Law Society’s trusteeship powers, staff carry out the Law Society’s mandate to protect the public interest by taking possession of the practice, if necessary, thereby ensuring that client property and interests are protected and that ongoing client matters receive the necessary attention. The Department also provides information and assistance to licensees and their personal representatives who are closing their practices. A significant part of the work of Trustee Services staff is responding to specific client-related requests such as the return of a file or responding to information concerning a professional business in trusteeship.

TRUSTEE SERVICES	2015	2016	2017
Trusteeship Orders Obtained from Court	23	16	6
Information Services (including Agreements & Directors)	40	51	67
Client files retrieved from licensee's professional business, indexed & preserved	21,205	17,051	12,564
Client Requests Completed (including trust distribution)	2,126	1,446	1,883

COMPENSATION FUND

For more than 50 years, the **Compensation Fund** has compensated members of the public who have suffered a financial loss through the dishonesty of a lawyer or paralegal. Clients can apply to the Fund for reimbursement of lost money or property.

Pursuant to the Guidelines for Compensation Fund Claims, the Fund can be used to reimburse individuals up to maximum amounts specified in the guidelines. In 2016, the maximum amount allowed for losses involving lawyers was increased to \$500,000.00. For losses involving paralegals, the maximum is \$10,000.

COMPENSATION FUND		2015	2016	2017
Claims Received:	against lawyers	176 claims	154 claims	239 claims
	against paralegals	22 claims	16 claims	32 claims
Claims Granted:	against lawyers	109 claims	99 claims	129 claims
	against paralegals	11 claims	18 claims	4 claims

Key Initiatives

Advertising and Fee Arrangements

The Advertising and Fee Arrangements Issues Working Group spent much of the year developing recommendations for transparent and explicit rules and guidelines for a range of regulatory issues relating to advertising and fee practices.

The Working Group recommended strengthening the rules on how the professions advertise their services to the public, adding consumer protection measures to existing regulations. It also recommended setting a cap on referral fees based on a percentage of the legal fee, as well as new requirements to ensure consumers understand the process and cost of referral fees. These measures were approved by Convocation and are now being implemented.

The Working Group also conducted a consultation on contingency fee regulation which led to a series of recommendations to reform the operation of contingency fees. The recommendations were approved by Convocation.

THE YEAR AHEAD

Work to implement the recommended contingency fee reforms began in the current year, with an open consultation running February to March 2018, and is expected to continue through 2018.

Alternative Business Structures

The Alternative Business Structures Working Group spearheaded a new policy in 2017 to enhance access to justice for individuals who have traditionally faced barriers to receiving legal advice from a lawyer or paralegal.

Approved in principle by Convocation in September 2017, the policy permits lawyers and paralegals to provide legal services through civil society organizations (CSOs), such as charities and not-for-profit organizations. The policy is designed to help create new, inclusive entry points for vulnerable people seeking legal services, as well as integrated service delivery for people facing multiple issues, including legal problems.

THE YEAR AHEAD

Proposed by-law amendments to implement this policy will be drafted and circulated for comment to interested stakeholders, prior to being brought to Convocation for consideration.

Coach and Advisor Network

As part of the Law Society's strategic priority to improve and increase practice supports, the Coach and Advisor Network (CAN) was launched in late 2016. In less than a year and a half, CAN has delivered a powerful new tool to improve practice outcomes that goes well beyond traditional formats. CAN provides lawyers and paralegals with access

to shorter-term, goal-oriented relationships with coaches and advisors drawn from the professions. Through CAN, lawyers and paralegals have a new way to take charge of their professional development and as volunteers, they have a new way to have a positive impact on the professions as a whole.

For much of 2017, CAN focused on raising awareness and recruiting licensees to join as coaches and advisors. CAN's volunteers come from across every region of the province, and from all practice types and settings. CAN also focused effort on supporting its volunteers with training programs designed to enable responsive and effective coaching and advising interactions. For its hundreds of participants seeking a coach or advisor, CAN provided a variety of in-person, telephone and web-based opportunities to connect.



100%

of CAN workshop respondents say they can apply what they learned

THE YEAR AHEAD

In 2018, CAN is building on its success and is focused on growing three main areas of service:

- (1) Recruitment** - To support sole and small firm licensees, CAN continues to recruit in areas of identified need: Real Estate, Family, Wills & Estates and Indigenous Law; and to work on strategies to increase diversity and inclusion on the roster.
- (2) Matching** - To make the best matches with efficiency and effectiveness, CAN is introducing a new system for more refined data collection.
- (3) Training** - To support best practices in coaching, advising and mentoring across the province, CAN is designing new, on-demand multi-media training resources for the professions.

Dialogue on Licensing

Following the November 2016 review of the Pathways Pilot Project, Convocation approved a comprehensive analysis to formulate long-term recommendations for the lawyer licensing system in Ontario.

In order to support the process of developing the framework for a valid and sustainable licensing process, the Law Society developed and implemented a method for two-way engagement with the profession and other stakeholders to discuss the realities, challenges and opportunities of lawyer licensing. The Dialogue on Licensing (DOL) represented a new, collaborative approach for the Law Society.

From April to June 2017, the DOL hosted a series of in-person discussion groups across the province, as well as one interactive webcast. Discussion groups focused on four distinct topics, and reference materials were prepared in advance to support the process.



300+ participants

THE YEAR AHEAD

The Professional Development & Competence Committee has been reviewing the input received from the profession and other stakeholders during the DOL and is continuing its review of the lawyer licensing process as a whole. In 2018, the Law Society will once again reach out to stakeholders for input on options for an appropriate and sustainable licensing system for lawyers in Ontario.

Equality, Diversity and Inclusion

Guided by the “Working Together for Change: Strategies to Address Issues of Systemic Racism in the Legal Professions” report, the Law Society’s Equality, Diversity and Inclusion (EDI) requirements are designed to address systemic barriers faced by racialized licensees and to create more inclusive legal workplaces for all licensees.

The EDI recommendations fall into five broad categories: accelerating culture shift; measuring progress; educating for change; implementing supports; and leading by example.

The framework was formally approved by Convocation in December 2016, and implementation at the operational level began in 2017, with the roll out of the first two requirements: the adoption of a Statement of Principles — and the creation and implementation of a human rights/diversity policy for workplaces of 10 or more licensees.

The remaining recommendations will be implemented over the next four years.

THE YEAR AHEAD

Entering Year Two for the implementation of Equality, Diversity and Inclusion recommendations, licensees will be required to complete 3 Professionalism Hours over the next three years (by end of 2020) on topics relating to equality and inclusion as part of their annual CPD Professionalism Hours. Education providers are now able to have this content accredited by the Law Society based on criteria that supports the educational goals of increasing licensee awareness, understanding, and knowledge of EDI principles and best practices. In keeping with the goal of measuring progress, the Law Society will compile information from licensee self-assessments and self-identification demographic and voluntary inclusion questions ([based on specific criteria found here](#)). The Law Society will continue with the review of the Discrimination and Harassment Counsel Program, (conducted by Equity Initiatives), considering effective ways for the DHC to address issues of systemic discrimination.

Family Legal Services Action Plan

At the end of 2017, the Law Society approved an action plan to help improve access to justice for Ontario families. The plan includes establishing a special license for paralegals and others with appropriate training, to offer some family law legal services. The Law Society will also continue to support the expanded use of unbundled services and legal coaching.

The action plan was developed in partnership with the Ministry of the Attorney General, in response to the 21 recommendations outlined in the [Family Legal Services Review](#), conducted by Justice Annemarie Bonkalo. To help inform this joint action plan, the Law Society and the Ministry of the Attorney General invited public feedback, from early March to mid-May, 2017. Over 160 submissions were received from individuals and organizations.



Over 160
submissions received

THE YEAR AHEAD

The action plan will continue to be assessed for its viability, and further steps to build on this joint action plan will be announced in 2018.

Governance Task Force

Established in September 2016, at the request of the Treasurer, the Governance Task Force is responsible for reviewing and making recommendations to improve the Law Society's corporate governance through greater transparency, inclusiveness, effectiveness, and efficiency.

In 2017, the Task Force commissioned research into the governance of similar, professional organizations, defined governance issues, and engaged Benchers in exploring structural and process improvements.

To better integrate the paralegal bencher term with the Law Society's strategic planning cycle, the Task Force also recommended changing the election process, so there is a single date for both the lawyer and paralegal Bencher elections. The recommendation was approved by Convocation and the first single election will be held on April 30, 2019.



April 30, 2019
First single election date for lawyer and
paralegal bencher elections

THE YEAR AHEAD

The Task Force's preliminary report to Convocation in February 2018 outlined proposals to review governance structure, including the size and composition of Convocation, and formulate comprehensive governance policies. The review with a final report is expected to be completed by the end of 2018.

Indigenous Initiatives

Indigenous Initiatives provides a range of unique functions in fulfillment of the Law Society's mandate and Strategic Plan, particularly in relation to facilitating access to justice and engagement with partners.

Throughout 2017, the Equity and Indigenous Affairs Committee and the Indigenous Advisory Group worked collaboratively to develop the Law Society's Indigenous Framework, which was approved by Convocation in June 2017. The Indigenous Framework is supported by four key pillars, including enhancing cultural competency and taking action on reconciliation.

The Law Society was also honored with the gift of a buffalo skull by the Elders Council of the Indigenous Advisory Group on behalf of the Métis Nation of Ontario, and this gift has been included in the Law Society's Sacred Bundle. Part of the Law Society's work towards the goal of reconciliation is the establishment in June 2017 of a Review Panel on Regulatory and Hearing Processes that impact Indigenous peoples. The Law Society also received and approved applications to Canada's first and only Certified Specialization in Indigenous Legal Issues.



Continuing Implementation of Indigenous Framework

THE YEAR AHEAD

The implementation of the Indigenous Framework will be ongoing throughout 2018 and beyond, with a focus on enhancing cultural competency and achieving and improving access to justice. The Review Panel to the Law Society will complete its work in 2018 with recommendations. The Law Society will continue to receive and approve applications to Canada's first and only Certified Specialist Program in Indigenous Legal Issues.

Legal Aid Working Group

As one of the initial architects of our modern legal aid system the Law Society has an abiding interest in helping to ensure that robust, transparent and sustainable legal aid services are available for low-income Ontarians. With this in mind, and in furtherance of its statutory mandate to facilitate access to justice in Ontario, the Legal Aid Working Group was established in November 2016.

Over the course of 2017, the Working Group examined existing opportunities to support the delivery of robust and sustainable legal aid services, and explored potential opportunities to enhance access for all Ontarians in need of legal services. The Working Group also explored ways forward for the Law Society to complement and support the work of Legal Aid Ontario (LAO).

Working group members met with more than 40 stakeholders from 20 organizations, including senior officials from LAO.

THE YEAR AHEAD

Submitted to Convocation in January 2018, the report made eight recommendations for improvement and enhancement of legal aid services, including collecting quantifiable data, strengthening ties between Legal Aid Ontario and the Law Society, and reaching out to the stakeholders, experts and sectors to explore innovative approaches to improving the legal aid system.

The report contains an additional five recommendations on how the Law Society may implement the proposed recommendations.

Strategic Communications Steering Group

Established in February 2017, the Strategic Communications Steering Group informs the outcomes of the operational implementation of the Law Society's strategic communications initiative.

As part of its work, qualitative and quantitative research was undertaken in early 2017 to better understand the relationship the Law Society has with both its licensees and the general public. The research also examined levels of awareness amongst the public regarding the Law Society's services and activities, and how licensees feel about the Law Society.

Using this research as a baseline, the Steering Group championed several major initiatives, including changing the name of the organization, which was approved at Convocation in November 2017. This is the first step in a wider campaign to increase awareness of the Law Society's services for the public and the role of lawyers and paralegals.

THE YEAR AHEAD

The Steering Group will continue to play a central role in overseeing the development and implementation of a public awareness campaign scheduled to begin in the fall of 2018. The awareness campaign will use a mix of advertising and online engagement to educate the public about the Law Society's services, the role of lawyers and paralegals, and how the Law Society facilitates access to justice..

At a Glance

Our Mandate

The Law Society governs the legal professions in the public interest by ensuring that the people of Ontario are served by lawyers and paralegals who meet high standards of learning, competence and professional conduct.

In fulfilling its regulatory mandate, the Law Society observes principles that encompass a duty to protect the public interest, to maintain and advance the cause of justice and the rule of law, to facilitate access to justice for the people of Ontario, and to act in a timely, open and efficient manner.

Law Society at Work

Corporate Services

Corporate Services supports the Law Society's operations and provides a variety of services to licensees and members of the public. To support its commitment to continual improvement, Corporate Services applied in late 2017 for third-party certification at the Silver level of Excellence Canada's Excellence, Innovation and Wellness program. Results are expected in the second quarter of 2018.

The Talent Management Program also launched in the summer of 2017, with an initial cohort of more than 155 Law Society employees participating in a variety of programs designed to develop skills and capabilities in key areas.

Technology upgrades also played a large part in Corporate Services' 2017 activities. The largest of these is an initiative to modernize the Law Society's core business system with a new Relationship Management System. The two-year implementation phase of this project kicked off in November. In addition, the migration of processes to the online Law Society Portal continues. The Portal is designed to provide a single point of access for licensees to make payments, submit reports and update their business and professional records.



170 staff members moved off-site to alleviate space issues at Osgoode

THE YEAR AHEAD

Work continues in 2018 on the implementation phase of the Relationship Management System.

The application process will open in mid-year for a second cohort of Talent Management Program participants.

An organization-wide Engagement and Enablement Survey is to be launched in mid-year. These surveys are conducted every two years, and assist the Law Society in identifying successes, as well as opportunities for improvement in these important areas.

Equity Initiatives

Equity Initiatives has spent 2017 implementing equality, diversity and inclusion recommendations flowing from the “Challenges Faced by Racialized Licensees Working Group Report”.

This report provided clear direction with five strategies to break down barriers faced by racialized lawyers and paralegals. The implementation of major initiatives is designed to accelerate a culture shift in the legal professions.

Other areas of progress include the ongoing review of the Discrimination and Harassment Counsel program. As well, the approval and continuing implementation of an Indigenous Framework that formulates approaches for the inclusion of Indigenous perspectives into the operational and policy structures of the Law Society, with the goal to make positive changes in legal community at large.



Implementation of Challenges Report Accelerating Cultural Shift

THE YEAR AHEAD

Equity Initiatives will continue to implement the Challenges Faced by Racialized Licensees Final Report with an emphasis on Measuring Progress through qualitative and quantitative data gathered and an Inclusion Index published for legal workplaces of 25 or more. Equity Initiatives will continue to work with Law Society operational Departments to implement the Indigenous Framework as well as continue the review of the Discrimination and Harassment Counsel program to consider ways in which the program can address systemic issues.

External Relations and Communications

External Relations and Communications (ERC) was formed in March 2017, bringing together Departments focused on the engagement, production, and management of the Law Society’s internal and external profile.

ERC provides strategic advice to the Convocation, senior management and operational areas in support of the Law Society’s priorities and our regulatory mandate. From French Languages Services to Government Relations to Communications, ERC’s diverse portfolio of strategic services were integral to the management of high-profile issues in 2017 including the Equality, Diversity and Inclusion initiative, and supporting consultations like Dialogue on Licensing, as well as the adoption and promotion of the Law Society’s new name.



1,434 assignments completed by French Language Services

THE YEAR AHEAD

In 2018, ERC plans to focus on enhancing licensee and stakeholder engagement, and re-introducing the Law Society to the public with more responsive and approachable communications. Activities will include the launch of the new Law Society website, evaluating and improving of licensee communications, and a public awareness campaign in the fall of 2018.

Finance

Finance oversees financial stewardship at the Law Society through strategic budgeting, the maintenance of internal control systems, directing financial operations and financial policy development, the maintenance of financial records and the provision of financial reporting for the organization and its stakeholders.

Finance provides primary support to the Law Society’s Audit and Finance Committee in its oversight capacity of the Society’s financial activities, including the development and recommendation of the annual budget to Convocation, compliance with statutory filings related to not-for-profit organizations, preparation of the Society’s annual financial statements and the annual financial statements for the Employees’ Pension Plan.

Finance continued to refine processes for more simplified interactions between the Society and its members, as well as Finance employees and other Law Society divisions. Finance also administers LibraryCo and the Law Society Foundation, predominately identified with The Lawyers Feed the Hungry program.



Processed **20,038**
invoices, refunds, and other requests

THE YEAR AHEAD

The Finance Department will be:

- Renegotiating credit card processing fees, a significant expense associated with processing annual fees
- Seeking to automate the expense reimbursement process
- Automating the annual fee refund process for members
- Converting financial reporting software to eliminate duplication of applications, leveraging departmental expertise, reducing maintenance and training costs, and reducing the risk associated with the narrow scope of application expertise.

Office of General Counsel

The Office of General Counsel is responsible for providing the organization with any legal services that it may need (outside of legal services connected with the regulatory operations of the Law Society). These legal services can range from: litigation; opinion work in a variety of areas of law; contract review and drafting; employment and labour law advice; legislative drafting services; and legal and policy research services - to name a few. These legal services are provided either by the counsel that work in the Office of General Counsel or by external counsel that the Office retains.

The Office of General Counsel is also responsible for providing staff support to Convocation's Litigation Committee. This Committee oversees litigation in which the Law Society may become involved relating to policy issues central to the work of the Law Society. In 2017, the Litigation Committee saw both the completion and the commencement of significant policy litigation for the Law Society.

Policy

The Policy Division was completely rebuilt in 2017. The re-established division is developing new performance objectives to ensure that the team is effective and supportive of Convocation's policy-making function. These objectives respond to feedback from benchers and staff regarding areas of improvement in policy development.

At its core, the Policy Division has six counsel (five counsel and one Executive Director), who are dedicated to crafting effective policy options. Meanwhile, Policy also supported Law Society Benchers and staff by organizing and supporting more than 30 bencher groups dealing with policy-related issues in over 200 meetings and interactions.



223 policy meetings held

THE YEAR AHEAD

In 2018, Policy will focus more on emerging issues that impact the regulation of lawyers and paralegals, such as the rise of artificial intelligence and other technologies. We are also refining our policy development process, so Benchers and staff will see policy reports that are more clear, concise and supportive of informed decision making.

Professional Development & Competence

Professional Development & Competence (PD&C) continued to support learning and competence for licensees and licensing candidates in 2017. Between licensing, life-long learning, and competency reviews, PD&C engaged with members at all levels of practice.

PD&C supported quality assurance of the lawyer and paralegal professions through practice management reviews, practice audits, and spot audits. PD&C also supported positive practice outcomes through the Law Society-staffed Practice Management Helpline (PMH) and through peer-to-peer support with the newly launched Coach and Advisor Network (CAN).

Engagement with the public and professions has also grown through several initiatives across PD&C. The Dialogue on Licensing sought input from the profession on the licensing process through a province-wide series of roundtables and webcasts. In the digital space, the Great Library's rebranded blog has received numerous accolades and a 2017 Canadian Law Blog Award.



53,872 CPD registrants

THE YEAR AHEAD

PD&C will be developing content to support equality, diversity and inclusion in the licensing processes for lawyers and paralegals and as part of lifelong learning for licensees through CPD. A series of online modules on EDI principles and best practices will be made available to lawyers and paralegals by the end of 2018, free of charge.

PD&C is also beginning planning for the development of a family law legal services license based on the joint Action Plan approved by Convocation in December 2017.

Professional Regulation

The Professional Regulation Division (PRD) has spent 2017 streamlining processes and increasing efficiencies in order to more effectively protect the public and address public interest concerns. These changes include more robust triage, risk assessment and resolution of complaints early in the complaints process, prioritizing ongoing risk management, addressing overwhelming investigator caseloads, decreasing the length of investigations, facilitating earlier involvement by discipline counsel in investigations and enhancing the Division's ability to receive and manage electronic data.

PRD continues to review and restructure internal processes, with the goal of a clear and accessible regulatory system for the professions and the public. Complaints decreased slightly in 2017, with a drop of 2% from 2016. For complaints under investigation, the focus continued to be on ongoing risk assessment and management and a timely and fair investigative process. The total number of matters that were issued and proceeded to a hearing before the Law Society Tribunal - Hearing Division was similar to the number in 2016.



160

notices were issued by Discipline Counsel for hearings before the Law Society Tribunal

THE YEAR AHEAD

Underway is a review of processes and workflows to determine and implement optimal structures, approaches and practices and to enhance regulatory effectiveness to advance the protection of the public. In addition, there is a planned expansion of the Division's electronic capabilities by exploring and implementing solutions for obtaining, managing and working with electronic documents and identifying and devising a plan for addressing staff skill levels and training needs.

The Action Group on Access to Justice

In 2017, The Action Group on Access to Justice (TAG) marked its third year as a catalyst for advancing coordinated, collaborative and meaningful access to justice improvements. TAG works with a range of justice stakeholders to develop public-centred solutions that advance systemic change. It is funded by the Law Society and the Law Foundation of Ontario.

Highlights from the past year include launching Steps to Justice, a website produced in partnership with a range of justice sector organizations to present plain language information and related next steps about common legal problems in Ontario, organizing the second annual Access to Justice Week and releasing a new report about Millennials and technology.

This year TAG also launched Architects of Justice, a podcast that shares stories about the people working to make a better justice system.



Organizing the second annual access to Justice Week:

560 participants, 51 speakers, 12 partners

THE YEAR AHEAD

In 2018, TAG will release a second season of the Architects of Justice podcast, organize a third annual Access to Justice Week and share outcomes from a strategic evaluation.

Financial Statements

The Law Society's [audited financial statements](#) present the operational results and financial position of the General Fund, the Compensation Fund, the Errors & Omissions Insurance Fund ("E&O Fund") and other restricted funds.

Separate financial statements have been prepared for the Society's subsidiaries: [Lawyers' Professional Indemnity Company](#) ("LawPRO") and LibraryCo Inc. ("LibraryCo").

The annual financial statements were approved by Convocation on April 26, 2018, and show the Society's General Fund continues to maintain a strong financial position.

Summary of Financial Performance

The Society's lawyer and paralegal General Funds, which account for the Society's program delivery and administrative activities, are reporting a combined operating deficit of \$860,000 (2016 - \$3.8 million surplus). The 2017 budget incorporated \$4.8 million of the lawyer General Fund Balance to mitigate fee increases and also incorporated \$600,000 in funding from surplus investment income in the Errors & Omissions Insurance Fund. The 2017 budget also projected a deficit in the Paralegal General Fund of \$1 million with the use of the accumulated balance, so operating results are better than budgeted.

All the major revenue and expense categories were better than budget with the exception of reorganization related costs and, as budgeted, typically increased from the prior year. In comparing 2017 results to 2016 results, apart from departmental reorganizations, the size and nature of operations were substantially similar.

The Society's restricted funds are reporting a combined deficit of \$7.9 million in 2017 (2016 - \$2.7 million deficit). The primary factors in the performance of the restricted funds are:

- The Lawyer Compensation Fund experienced an adverse claims experience, resulting in a deficit of \$9.5 million (2016 - \$2.1 million deficit)
- The Errors & Omissions Insurance Fund is reporting a surplus of \$732,000 (2016 - \$1.2 million)
- The Capital Allocation Fund experienced a surplus of \$3.4 million (2016 - \$1.4 million) dependent on the capitalization of projects during the year
- Amortization in the Invested in Capital and Intangible Assets Fund of \$2.4 million (2016 - \$3.1 million) was a contributor to the restricted funds deficit in the current year.

For more information, view the full [2017 Financial Statements](#).

All Annual Report Data

Membership Statistics

Age and Gender

LAWYERS BY AGE AND GENDER

AGE RANGE	TOTAL	MALE	%-M	FEMALE	%-F
UNDER 30	3,624	1,597	3.1%	2,027	3.9%
30 - 39	13,831	6,489	12.4%	7,342	14.1%
40 - 49	11,689	5,762	11%	5,927	11.4%
50 - 65	14,823	9,143	17.5%	5,680	10.9%
OVER AGE 65	8,188	7,022	13.5%	1,166	2.2%
TOTAL	52,155	30,013	57.5%	22,142	42.5%

a. Data as of December 31, 2017

b. % is based on total

c. Percentages may not add up to 100 due to rounding

d. These statistics do not include lawyers appointed to judicial office and lawyers whose licences were suspended on December 31, 2017

PARALEGALS BY AGE AND GENDER

AGE RANGE	TOTAL	MALE	%-M	FEMALE	%-F
UNDER 30	2,400	511	5.9%	1,889	21.7%
30 - 39	2,274	628	7.2%	1,646	18.9%
40 - 49	1,594	637	7.3%	957	11%
50 - 65	2,030	1,025	11.8%	1,005	11.5%
OVER AGE 65	424	344	3.9%	80	0.9%
TOTAL	8,722	3,145	36.1%	5,577	63.9%

a. Data as of December 31, 2017

b. % is based on total

c. Percentages may not add up to 100 due to rounding

d. These statistics do not include paralegals appointed to judicial office and paralegals whose licences were suspended on December 31, 2017

Geographical Distribution

GEOGRAPHICAL DISTRIBUTION OF LAWYERS

GEOGRAPHIC AREA	TOTAL	MALE	%-M	FEMALE	%-F
METROPOLITAN TORONTO	25,628	14,483	27.8%	11,145	21.4%
ONTARIO (EXCL. METRO TORONTO)	21,902	13,094	25.1%	8,808	16.9%
CANADA (EXCL. ONTARIO)	2,711	1,455	2.8%	1,256	2.4%
OUTSIDE CANADA	1,914	981	1.9%	933	1.8%
TOTAL	52,155	30,013	57.5%	22,142	42.5%

a. Data as of December 31, 2017

b. % is based on total

c. Percentages may not add up to 100 due to rounding

d. These statistics do not include lawyers appointed to judicial office and lawyers whose licences were suspended on December 31, 2017

GEOGRAPHICAL DISTRIBUTION OF PARALEGALS

GEOGRAPHIC AREA	TOTAL	MALE	%-M	FEMALE	%-F
METROPOLITAN TORONTO	3,285	1,151	13.2%	2,134	24.5%
ONTARIO (EXCL. METRO TORONTO)	5,297	1,945	22.3%	3,352	38.4%
CANADA (EXCL. ONTARIO)	109	34	0.4%	75	0.9%
OUTSIDE CANADA	31	15	0.2%	16	0.2%
TOTAL	8,722	3,145	36.1%	5,577	63.9%

a. Data as of December 31, 2017

b. % is based on total

c. Percentages may not add up to 100 due to rounding

d. These statistics do not include paralegals appointed to judicial office and paralegals whose licences were suspended on December 31, 2017

Employment Type

LAWYERS BY TYPE OF EMPLOYMENT

TYPE OF EMPLOYMENT	TOTAL	MALE	%-M	FEMALE	%-F
SOLE PRACTITIONER	9,027	6,178	15.3%	2,849	7.1%
PARTNER	6,921	5,206	12.9%	1,715	4.2%
EMPLOYEE	1,276	687	1.7%	589	1.5%
ASSOCIATE	7,590	4,010	9.9%	3,580	8.9%
EDUCATION	564	235	0.6%	329	0.8%
GOVERNMENT	5,813	2,400	5.9%	3,413	8.4%
IN-HOUSE	5,136	2,556	6.3%	2,580	6.4%
LEGAL CLINIC	560	179	0.4%	381	0.9%
OTHER	3,519	1,800	4.5%	1,719	4.3%
TOTAL	40,406	23,251	57.5%	17,155	42.5%

PARALEGALS BY TYPE OF EMPLOYMENT

TYPE OF EMPLOYMENT	TOTAL	MALE	%-M	FEMALE	%-F
SOLE PRACTITIONER	1,662	1,020	15%	642	9.4%
PARTNER	174	108	1.6%	66	1.0%
EMPLOYEE	814	281	4.1%	533	7.8%
ASSOCIATE	188	87	1.3%	101	1.5%
EDUCATION	66	14	0.2%	52	0.8%
GOVERNMENT	619	173	2.5%	446	6.6%
IN-HOUSE	401	182	2.7%	219	3.2%
LEGAL CLINIC	117	17	0.3%	100	1.5%
OTHER	2,759	632	9.3%	2,127	31.3%
TOTAL	6,800	2,514	37%	4,286	63%

Law Firms/Paralegal Firms

LAW FIRMS BY SIZE, AND NUMBER OF LICENSEES BY SIZE OF LAW FIRM

SIZE PER NUMBER OF LICENSEES	FIRMS	%[A]	LICENSEES	%[B]
1 LAWYER	7,799	73.3%	7,799	31.5%
2 - 10 LAWYERS/PARALEGALS	2,581	24.3%	7,838	31.7%
11 - 25 LAWYERS/PARALEGALS	185	1.7%	2,707	10.9%
26 - 50 LAWYERS/PARALEGALS	46	0.4%	1,546	6.2%
51+ LAWYERS/PARALEGALS	32	0.3%	4,867	19.7%
TOTAL	10,643	100.0%	24,757	100.0%

a. These statistics are based on law firms reported as a primary business for a licensee

b. [a] % is based on total Firms

c. [b] % is based on total Licensees

d. Percentages may not add up to 100 due to rounding

e. Data as of December 31, 2017

PARALEGAL FIRMS BY SIZE, AND NUMBER OF LICENSEES BY SIZE OF PARALEGAL FIRM

SIZE PER NUMBER OF LICENSEES	FIRMS	%[A]	LICENSEES	%[B]
1 PARALEGAL	1,572	88.3%	1,572	73.3%
2 LAWYERS/PARALEGALS	125	7.0%	215	10.0%
3 LAWYERS/PARALEGALS	40	2.2%	102	4.8%
4 LAWYERS/PARALEGALS	20	1.1%	70	3.3%
5 LAWYERS/PARALEGALS	7	0.4%	27	1.3%
6 - 10 LAWYERS/PARALEGALS	11	0.6%	64	3.0%
11 - 25 LAWYERS/PARALEGALS	5	0.3%	53	2.5%
26 - 50 LAWYERS/PARALEGALS	1	0.1%	42	2.0%
51+ LAWYERS/PARALEGALS	0	0.0%	0	0.0%
TOTAL	1,781	100.0%	2,145	100.0%

a. These statistics are based on paralegal firms reported as a primary business for a licensee

b. [a] % is based on total Firms

c. [b] % is based on total Licensees

d. Percentages may not add up to 100 due to rounding

e. Data as of December 31, 2017

Snapshot: Lawyers

Race and Indigenous

RACIALIZED & INDIGENOUS BY PERCENTAGE OF RESPONDENTS

RACE	% OF RESPONDENTS
First Nations	1.0
Inuk	0.02
Metis	0.5
Arab	0.9
Black	3.2
Chinese	3.4
East Asian (includes Japanese, Korean)	1.3
Latino	0.6
South Asian	6.5
Southeast Asian	0.7
West Asian	1.1
More than one Racialized Group	0.5
Racialized and White	1.2
White	79.2

Gender

GENDER	TOTAL
Women	43.8%
Men	56.2%

Francophone

IDENTIFY AS FRANCOPHONE	TOTAL
Yes	5.2%
No	94.8%

Able to Practice in French

ABLE TO PRACTICE IN FRENCH	TOTAL
Can Counsel and Represent	8.8%
Can Counsel But Not Represent	5%
Cannot	86.2%

Disability

HAVE A DISABILITY	TOTAL
Yes	3.6%
No	96.4%

Sexual Orientation

SEXUAL ORIENTATION	TOTAL
LGBTQ	3.5%
Not LGBTQ	96.5%

Snapshot: Paralegals

Race and Indigenous

RACE	% OF RESPONDENTS
First Nations	1.1%
Inuk	0.0%
Metis	0.9%
Arab	1.4%
Black	7.2%
Chinese	5.5%
East-Asian (includes Japanese, Korean)	1.1%
Latino	3.6%
South Asian	9.4%
Southeast Asian	2.8%
West Asian	2.6%
More than one Racialized Group	0.8%
Racialized and White	1.1%
White	62.3%

Gender

GENDER	TOTAL
Women	63.1%
Men	36.9%

Francophone

FRANCOPHONE	TOTAL
Yes	2.9%
No	97.1%

Able to Practice in French

ABLE TO PRACTICE IN FRENCH	TOTAL
Can Counsel and Represent	3%
Can Counsel But Not Represent	1.3%
Cannot	95.7%

Disability

HAVE A DISABILITY	TOTAL
Yes	5.8%
No	94.2%

Sexual Orientation

SEXUAL ORIENTATION	TOTAL
LGBTQ	2.8%
Not LGBTQ	97.2%

Key Trends & Accomplishments

Professional Regulation

COMPLAINTS RECEIVED

YEAR	NUMBER OF COMPLAINTS
2017	4,737
2016	4,833
2015	4,647
2014	4,781
2013	5,040
2012	4,782
2011	4,867

TYPES OF ALLEGATIONS RAISED IN COMPLAINTS RECEIVED

ISSUE TYPE	% OF COMPLAINTS RECEIVED
Service Issues (examples: fail to account, fail to communicate, fail to serve client)	44%
Integrity Issues (examples: civility, counseling/behaving dishonourably)	42%
Governance Issues (examples: fail to cooperate with Law Society, Unauthorized Practice)	18%
Financial Issues (examples: mishandling trust accounts, misappropriation, real estate/mortgage schemes)	12%
Special Applications (examples: capacity, good character)	9%
Conflicts (examples: licensee in position of conflict, business/financial relations with client)	6%

Note: Figures total more than 100% because some complaints raise more than one issue.

TYPES OF ALLEGATIONS RAISED IN COMPLAINTS RECEIVED, BY % OF COMPLAINTS RECEIVED WITH ISSUE TYPE, BY YEAR

ISSUE TYPE	2017	2016	2015
Service Issues (examples: fail to account, fail to communicate, fail to serve client)	44%	50%	51%
Integrity Issues (examples: civility, counseling/behaving dishonourably)	42%	46%	47%
Governance Issues (examples: fail to cooperate with Law Society, Unauthorized Practice)	18%	17%	19%
Financial Issues (examples: mishandling trust accounts, misappropriation, real estate/mortgage schemes)	12%	11%	10%
Special Applications (examples: capacity, good character)	9%	8%	8%
Conflicts (examples: licensee in position of conflict, business/financial relations with client)	6%	7%	7%

Note: Figures total more than 100% because some complaints raise more than one issue.

AREA OF LAW IDENTIFIED IN THE COMPLAINTS RECEIVED

AREA OF LAW	2017	2016	2015
Civil Litigation	28%	29%	27%
Family	14%	18%	17%
Real Estate	22%	18%	16%
Criminal	10%	11%	9%
Administrative / Immigration	10%	10%	10%
Estates	6%	9%	8%

REASONS COMPLAINTS WERE COMPLETED IN 2017, FOLLOWING AN INVESTIGATION

REASON	PERCENTAGE
Closed with Diversion*	2%
Closed with Staff Caution or Best Practice Advice	24%
Closed as Resolved	2%
Closed as No / Insufficient Evidence to Warrant Further Regulatory Action	36%
Other Staff Closings**	22%
Transferred for Prosecution	15%

* Regulatory Meeting, Invitation to Attend, Letter of Advice, practice / spot audit recommendation, undertaking

** Includes discontinued complaints and complaints outside the jurisdiction of the Law Society

NEW MORTGAGE FRAUD AND UNAUTHORIZED PRACTICE (UAP) INVESTIGATIONS

	NEW INVESTIGATIONS IN 2017	COMPLETED INVESTIGATIONS IN 2017	INVENTORY AT THE END OF 2017
MORTGAGE FRAUD	15 investigations involving 23 complaints (an average of 1.9 per month)	23 investigations involving 49 complaints	20 investigations involving 28 complaints (down from 34 investigations involving 57 complaints at the beginning of 2017)
UAP	45 complaints (a 70% decrease from 2015 (150) and a 55% decrease from 2016 (101))	93 complaints	55 complaints (a decrease of 44% from the inventory at the beginning of 2017)

NOTICES ISSUED BY THE DISCIPLINE DEPARTMENT IN 2017

NOTICES ISSUED	2015	2016	2017
Notices of Application (conduct & capacity)	117	127	116
Notices of Referral for Hearing (licensing [good character], reinstatement, terms dispute, restitution)	11	16	23
Notices of Motion for Interlocutory Suspension / Restriction	14	25	21
TOTAL	142	168	160

TYPES OF ALLEGATIONS RAISED IN THE NOTICES ISSUED IN 2017

ISSUE TYPE	% OF NOTICES ISSUED IN 2017
Service Issues (examples: fail to account, fail to communicate, fail to serve client)	34%
Integrity Issues (examples: civility, counseling/behaving dishonourably)	41%
Governance Issues (examples: fail to cooperate with Law Society, Unauthorized Practice)	43%
Financial Issues (examples: mishandling trust accounts, misappropriation, real estate/mortgage schemes)	35%
Special Applications (examples: capacity, good character)	19%
Conflicts (examples: licensee in position of conflict, business/financial relations with client)	6%

Figures total more than 100% because some complaints/cases raise more than one issue.

FINAL ORDERS RENDERED BY THE HEARING DIVISION, BY YEAR

MATTERS DISPOSED OF BY THE HEARING DIVISION		LAWYERS			PARALEGALS		
		2015	2016	2017	2015	2016	2017
Conduct	Total	77	94	89	23	21	33
	Reprimand	16	18	22	2	0	3
	Suspension	30	39	42	13	16	23
	Permission to surrender	8	9	4	3	1	2
	Revocation	14	9	10	2	2	4
	Fine	0	0	1	1	0	0
	Costs only	0	1	0	0	0	0
	Dismissed / stayed	4	5	6	0	2	0
	Withdrawn /abandoned	5	13	4	2	0	1
	Interlocutory suspension/restriction	7	27	20	3	3	6
	Capacity	3	5	3	0	0	2
Non-compliance	1*	1	0	0	0	0	
Reinstatement/Terms Dispute	3	2	2	1	1	1	
Licensing (including readmission)	2	4	3	4	7	5	
TOTALS		120	96	117	31	32	47
2015		128					
2016		152					
2017		164					

*There was one hearing in which a conduct application and a non-compliance application were heard together. Both are included in the totals for lawyer conduct and lawyer non-compliance categories. However, the matter is only counted once in the total numbers and the suspension is reflected in the conduct statistics

OUTCOMES OF MORTGAGE FRAUD PROSECUTIONS IN 2017 AND SINCE 2001

OUTCOME	RESULTS FOR COMPLETIONS IN 2017	RESULTS SINCE 2001
Lawyer's licence revoked (disbarred)	2	48
Lawyer permitted to surrender licence	0	20
Lawyer suspended	2	58
Other lesser penalty (e.g. reprimand, fine)	0	2
Totals	4	128

APPEALS AND APPLICATIONS FOR JUDICIAL REVIEWS IN 2017

	LAW SOCIETY TRIBUNAL - APPEAL DIVISION	DIVISIONAL COURT	COURT OF APPEAL FOR ONTARIO	SUPREME COURT OF CANADA
Matters commenced	13 appeals	4 appeals; 2 judicial reviews	2 motions for leave to appeal	1 motion for leave to appeal
Matters completed	13 appeals	3 appeals; 4 judicial reviews	3 motions for leave to appeal; 1 motion for reviews of leave to appeal motions	1 motion for leave to appeal
Matters active as at December 31, 2017	15 appeals	4 appeals; 1 judicial review	1 application for leave to appeal	2 motions for leave to appeal; 1 appeal

Licensing Statistics

LAWYERS ISSUED A LICENCE IN 2017

GENDER	NUMBER
Male	1,052
Female	1,139

Total licensed 2,191

PARALEGALS ISSUED A LICENCE IN 2017

GENDER	NUMBER
Male	271
Female	782

Total licensed 1 053

LAWYER ENROLMENT IN THE LICENSING PROCESS BY EQUITY-SEEKING GROUP

YEAR	WOMEN % *	RACIALIZED COMMUNITIES % * †	FRANCOPHONES % * †	INDIGENOUS PEOPLE % * †
2017	54.13	23.23	5.71	1.26
2016	55.86	22.2	5.39	1.74
2015	50.1	20.4	6.3	1.67
2014	51.9	23.8	6	1.4
2013	53	23	4	2.6

* Based on applications for candidates who entered the licensing process in 2012 through 2016.

† Percentages obtained from applications for the licensing process in 2012 through 2016, in which applicants voluntarily self-identified.

PARALEGAL ENROLMENT IN THE LICENSING PROCESS BY EQUITY-SEEKING GROUP

YEAR	WOMEN % *	RACIALIZED COMMUNITIES % * †	FRANCOPHONES % * †	INDIGENOUS PEOPLE % * †
2017	72.16	16.99	1.7	1.62
2016	73.75	18.09	3.16	1.54
2015	72.9	14.2	2.48	0.69
2014	71.89	20.1	2	3.25
2013	70.8	21.3	2	3.25

* Based on applications for candidates who entered the licensing process in 2013 through 2017.

† Percentages obtained from applications for the licensing process in 2013 through 2017, in which applicants voluntarily self-identified.

LAWYERS LICENSED, BY GENDER:

YEAR	TOTAL LICENSED	FEMALE	% OF TOTAL-F	MALE	% OF TOTAL-M
2017	2,191	1,139	51.99%	1,052	48.01%
2016	2,188	1,148	52.47%	1,040	47.53%
2015	2,201	1,129	51.3%	1,072	48.7%
2014	1,984	1,049	52.9%	935	47.1%
2013	1,994	989	49.6%	1,005	50.4%

PARALEGALS LICENSED, BY GENDER

YEAR	TOTAL LICENSED	FEMALE	% OF TOTAL-F	MALE	% OF TOTAL-M
2017	1,053	782	74.26%	271	25.74%
2016	994	728	73.24%	266	26.76%
2015	1,372	980	71.4%	392	28.6%
2014	1,154	790	68.5%	364	31.5%
2013	1,344	902	67.1%	442	32.8%

Law Society Referral Service

LSRS REFERRALS TO LAWYERS AND PARALEGALS

LICENSEE TYPE	REFERRALS
Lawyer	41,159
Paralegal	4,444
Total	45,603

LSRS REFERRALS BY AREA OF LAW: LAWYERS

AREA OF LAW	REFERRALS
Administrative Law	8%
Business Law	5%
Civil Litigation	33%
Criminal Law	9%
Estates Law	8%
Family Law	19%
Labour & Employment	13%
Real Estate Law	5%

LSRS REFERRALS BY AREA OF LEGAL SERVICES: PARALEGALS

AREA OF LEGAL SERVICES	REFERRALS
Administrative Law	33%
Civil Litigation	46%
Criminal Law	21%

LSRS MEMBERS BY GEOGRAPHICAL REGION: LAWYERS

REGION	LAWYERS AS AT DEC 31, 2017
Central East	154
Central South	93
Central West	155
East	132
Metropolitan Toronto	511
Northeast	13
Northwest	4
Southwest	45
Total	1,107

LSRS MEMBERS BY GEOGRAPHICAL REGION: PARALEGALS

REGION	PARALEGALS AS AT DEC 31, 2017
Central East	27
Central South	22
Central West	31
East	9
Metropolitan Toronto	40
Northeast	3
Northwest	0
Southwest	9
Total	141

DISCIPLINE PROSECUTIONS AND APPEALS

NOTICES ISSUED	2015	2016	2017
Notices of Application (conduct & capacity)	117	127	116
Notices of Referral for Hearing (licensing [good character], reinstatement, terms dispute, restitution)	11	16	23
Notices of Motion for Interlocutory Suspension / Restriction	14	25	21
TOTAL	142	168	160

ISSUE TYPE	% OF NOTICES ISSUED IN 2017
Service Issues (examples: fail to account, fail to communicate, fail to serve client)	34%
Integrity Issues (examples: civility, counseling/behaving dishonourably)	41%
Governance Issues (examples: fail to cooperate with Law Society, Unauthorized Practice)	43%
Financial Issues (examples: mishandling trust accounts, misappropriation, real estate/ mortgage schemes)	35%
Special Applications (examples: capacity, good character)	19%
Conflicts (examples: licensee in position of conflict, business/financial relations with client)	6%

Figures total more than 100% because some complaints/cases raise more than one issue.